



I.T. Technical Consultant

High Wycombe, England, United Kingdom · Full time

This is a mission-critical client-facing role with Complete IT, the rapidly growing IT support provider.

Based at our High Wycombe office

Complete IT (CIT) is a fast-growing, premier UK provider of IT support services whose clients range from 10 to 300 users and utilise the best technologies. Our wide range of managed IT services includes bespoke project delivery and we have a growing reputation for the quality and passion of our service built around our clients, combining on-site visits and unlimited helpdesk support to deliver a very different customer experience.

We are looking for a Technical Consultant who will be responsible for improving and maintaining client infrastructures and for project delivery. What you won't be doing is solving clients' IT problems; that's the role of the Helpdesk and they take full ownership for fixing stuff and feel good about doing it! What you will do as Technical Consultant is partner with each of your clients as either their IT manager or alongside their IT manager, which will enable you to:

- build trusted adviser relationships, which means...
- providing input and guidance, steering them to make the right long-term decisions about their IT infrastructure
- install all the latest technologies and even fix stuff that's broken.

Requirements

The ideal Technical Consultant candidate, with a significant track record in IT support, including some time in a field technical support role, you have at least four MCPs and acknowledged skills in writing technical documentation, providing detailed client proposals and completing IT systems reviews. Confident in getting to grips with a varied client base, each with its own challenges and priorities, you thrive on partnering with different stakeholders in different environments. Your advanced troubleshooting skills in Microsoft server hardware and software, including Exchange, match firewalls, antivirus and backup expertise and the ability to install support of VMWare/Hyper V clustering. A strong all-round communicator, networker and influencer with good project management skills, you can also offer:

- VMWare VCP, Veeam and Citrix training
- Cisco knowledge/experience
- project management skills

Benefits

We offer private healthcare schemes, an employee assistance programme, access to an exclusive discount website, eyecare vouchers, childcare vouchers, a cycle to work scheme, long service awards, and quarterly team nights out. We also carry out bi-annual development reviews for all of our team members, giving them the opportunity to discuss their career and their training and development. Our team are the best in the business, so training is very important to us – we provide internal and external technical and soft skills training, and support

our team by paying for them to take the exams that they need to gain valuable, industry recognised qualifications to develop their knowledge and expertise.

Please check out the privacy notice for candidates on our website - see link below:
<https://www.complete-it.co.uk/privacy-policy/>