

PRIVATE AND CONFIDENTIAL
JOB DESCRIPTION: Technical Consultant - Projects (July 2020)



ROLE: Technical Consultant - Projects
REPORTING TO: Head of Professional Services
LOCATION: UK – London / South-East
TO APPLY: Please email ukjobs@smartdesc.co.uk with a full CV and cover letter
CLOSING DATE: August 15th, 2020.

ABOUT SMARTDESC

Smartdesc are a modern and innovative IT Managed Services Provider (MSP) delivering a wide range of IT and Consultancy services to private companies and charities in the UK. Our staff are split across two countries, the UK and Greece. On-site and project delivery services are run from the UK, with 1st, 2nd and some 3rd line technical support being delivered from our Greek office near Thessaloniki.

Smartdesc focus on delivering services to an extremely high quality, efficiently, and affordably. This has driven our success. Since incorporation in 2012 we have grown to over 35 staff and are projected to have a £3M turnover in our current Financial Year.

Staff who choose to work for Smartdesc are of the highest quality, and one of the main reasons for our success. We invest in our staff which leads to a very high staff retention rate of 98%.

OUR VALUES

This is what is important to Smartdesc and how we work;

- Be led by the Customer mission
- Collaborate fast & efficiently
- Care about people
- Innovate & Improve
- Love problem solving
- Take responsibility, show initiative & act with integrity

WHY PEOPLE CHOOSE TO WORK FOR SMARTDESC

- Fast, long-term career development. Smartdesc invest in our staff through training, both e-learning (Pluralsight), labs, and exams, an annual personal development plan (PDP), mentoring, and a strong support framework from colleagues, managers and HR. We want our staff to evolve and grow with the company.
- Technology. Smartdesc work hard to lead our competitors in bringing new technologies to market. Staff at Smartdesc are exposed to the latest technologies so they can understand and share the benefits of those technologies with our customers.
- Wellbeing. Smartdesc invest in Workplace Wellbeing and are aligning to the Mind Workplace Wellbeing Index (<https://www.mind.org.uk/workplace/workplace-wellbeing-index/>).
- Benefits. Smartdesc pay good salaries with annual bonus active after 12 months based on company performance. Salaries are reviewed in line with PDP goals.
- Transparent approach: staff are provided with clear and fair KPIs on how their performance will be measured, and how they measure that of their colleagues. We encourage learning proactively and ensure that mistakes are similarly an opportunity to learn.
- Responsibilities: We encourage staff to develop their responsibilities and work independently and proactively, with their support network available when required.
- Remote working: staff have the option of working at home for two days per week (*note – increased work from home arrangements are in place during the COVID-19 pandemic*)

ROLE INFORMATION

Reporting into Smartdesc's Head of Professional Services as part of the Professional Services team, the successful candidate will work independently, with guidance and support, on installation and migration projects for new and existing customers. Projects will be wide-ranging, based on customer need, and will include MS server migrations & upgrades (on-prem), Office 365 migrations, network troubleshooting and device installations and hypervisor and SAN support & configuration. The successful candidate will also progress to designing and costing customer solutions based on their need.

Smartdesc engineers work predominantly in our customers' offices, sometimes alongside in-house IT staff. Projects are delivered as a combination of being at the customer's site when needed and working from home or the Smartdesc office in Central London where appropriate.

Smartdesc engineers stay in contact via VoIP handsets, Zoom telephony, and Microsoft Teams, with the ability to work from anywhere with an internet connection. The successful candidate will have experience working to project plans, KPIs and SLAs and will be used to IT Service Management systems to log tickets, communicate with customers and track all of their time.

They shall be able to work independently on projects and know their limits and when to ask for help from the team. They will follow change management processes to ensure work is completed according to best practice. The work will be varied and challenging, working with varying server / network setups and processes.

Being part of a close-knit team will enable the successful candidate to develop their skills at a fast pace and settle into a long career with a successful fast-growing young company.

EXPERIENCE AND NON-TECHNICAL SKILLS

- Experience working for a managed service provider or IT outsourcing company
- Experience working independently on technical migrations and installations
- Experience working as part of a busy team and keeping a constant dialogue flowing
- Experience working at customer sites and liaising with high-level executives
- Able to follow defined processes such as Change Management & Knowledge Management
- Knowledge of industry standard best practice for projects and implementations
- A commitment to knowledge sharing and clear, detailed documentation
- Can work to strict SLAs, project plans and KPIs
- Welcoming, personable, articulate, literate, conscientious
- Able to converse with all levels of colleagues, confidently and honestly, being able to ask for help and discuss ideas and techniques.
- The ability to explain technical concepts in lay terms without being patronising
- The ability to multi-task and manage time under pressure
- The ability to design and plan technical solutions.

TECHNICAL SKILLS

- Core skills: strong background skills and experience on networking TCP/IP, DHCP, DNS.
- Server: Comprehensive knowledge of working in an MS Server 2008, 2012, 2016, 2019 environments and technologies.
- Exchange: Good working knowledge of installing, administrating, supporting & migrating MS Exchange 2010 / 2013 / 2016.
- Remote Desktop Services: experienced at implementing and maintaining RDS, brokers, gateways and RemoteApp. Specific experience with managing printing in remote desktop environments (2019, 2016, 2012R2 and 2008R2). Should be able to implement and troubleshoot single sign on.
- Active Directory: Comprehensive knowledge of installing, migrating & administrating Active Directory. NLB & DFS advantageous.
- Citrix and Netscaler: experience implementing and maintaining Citrix environments above 6.5.
- Azure: experience implementing, configuring and migrating to Azure required. Azure Qualifications advantageous.
- Virtualization: strong knowledge of working with hypervisor environments both VMWare and Hyper-V, Hyper-V clustering knowledge a plus.
- DNS: experience, including different types of DNS records and how to troubleshoot local and global DNS issues, create A records & MX records. SPF/DKIM, BIND knowledge advantageous.
- Mail flow troubleshooting experience; email routes over the internet and via third party filters, creating SPF records.
- Office 365: Experience configuring, migrating to and managing standard and hybrid Office 365 environments. ADFS/ Azure AD Connect knowledge a plus. Office 365 Qualifications advantageous.
- Windows: Comprehensive knowledge of troubleshooting Windows 7, 8, 10 on a domain, including imaging, GPO and scripts.
- Networking: Good knowledge of troubleshooting network issues (TCP/IP) and identifying points of failure, configuring and troubleshooting IPsec VPNs using multiple routers & creating VLANs, configuring managed switches and firewalls.
- Internet Circuits: Experience liaising with third party ISPs to resolve internet outages or troubleshooting WAN v LAN issues.
- File Servers: Experience migrating file servers, user profiles and other data.
- DHCP: Experience with deploying multiple DHCP servers with multiple scopes across multiple sites.
- Server Provisioning: Should be able to install and configure servers so that they are in a production state. You should therefore be able to install Manufacturer drivers and system tools and configure them to best practice.
- 3rd Party Escalations: Experience escalating to and working with hardware and software manufacturers, e.g. Microsoft, VMWare, HP
- Knowledge of SANs advantageous
- Knowledge of varied cloud backup and on-prem devices advantageous
- Knowledge of Backup Exec and tape loaders beneficial
- Ability to troubleshoot Third Party software and liaise with their support desks
- Knowledge of Cloud desktops / working with Data Centres Beneficial
- Knowledge of monitoring tools beneficial

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- Knowledge of Mimecast or cloud email security beneficial
- Knowledge of ticketing systems and working to ITSM tools
- Knowledge of SCCM, SCOM and other Systems Centre tools beneficial.
- Autopilot/ Intune deployment knowledge advantageous.

QUALIFICATIONS

The following industry standard certifications are desirable;
Microsoft Certified Solutions Expert (MCSE) – Cloud Platform & Infrastructure
Hyper-V MCP or VMware Certified
HPE or Dell Storage certified
Cisco or HPE networking certified
ITIL Foundation
Azure Certifications.

APPLYING FOR THIS ROLE

To apply for this post, please note the following instructions. Applications that do not follow these instructions may not be considered.

1. Provide a full, up-to-date CV. Please ensure your CV gives a good level of information about you, your education and work history showing what you achieved within your previous places of work.
2. Please provide short letter to go with your CV, to help us understand the reason for your application and why your application should be considered for interview.
3. Email the above documents to ukjobs@smartdesc.co.uk

After the closing date, we will assess all applications and shortlist candidates for interview.

Smartdesc is an equal opportunities employer.