

WE ARE HIRING

Senior Technical Analyst

Tek-nology Solutions
Since 1999

Your Goals. Our Solutions.

Established in 1999, today we are a leading Managed Service Provider based in the Midlands with a UK wide client base. Using our 'Your Goals, Our Solutions' approach, we develop and deliver a strategic IT plan aligned to our clients' goals and objectives. Our solutions include:

- ♦ Strategic IT and technology roadmap planning
- ♦ IT Support—fully outsourced IT department or 3rd line provision only
- ♦ Business Continuity and Disaster Recovery
- ♦ Server and Cloud Migrations
- ♦ Cloud Backup and Cyber Security
- ♦ Internet and Wi-Fi Connectivity
- ♦ Cloud Telephony
- ♦ Office 365 and Azure
- ♦ Preventative and Proactive Maintenance

Our diverse client base includes organisations with 50 to 500+ employees, turnovers from £5m to £100m+, and industries including: arts, automotive, banking, brewing, charity, construction, defence, education, engineering, financial services, food processing, software development, legal, leisure, local government, manufacturing and tourism.





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Job purpose + objectives

The focus of this role is to provide IT support, systems management, and project delivery to our clients, ensuring:

- ◆ The needs of our clients are met.
- ◆ Their IT systems are running securely, efficiently and are accessible.
- ◆ Their staff are able to work productively.
- ◆ That policies are in place and adhered to.

More specifically this includes:

- ◆ The provision of 2nd & 3rd line technical support to our Clients and their computer users by liaising either directly with users or their IT Representatives, efficiently resolving open call logs.
- ◆ Managing the overall effectiveness and reliability of the clients' IT infrastructure ensuring it functions efficiently and securely.
- ◆ To play a key part in technical projects, at all stages of planning and delivery

- ◆ Providing scheduled, ad hoc, or emergency on-site visits.
- ◆ Helping to ensure the smooth operation of our IT helpdesk.
- ◆ Recording and investigating requests and queries thoroughly and efficiently.
- ◆ Having a methodical approach to problem solving.
- ◆ Ensuring that computer users or their IT Representatives are regularly kept informed.

In addition, you may be required to carry out additional or alternative tasks as may from time to time reasonably be required of you.

“

Extremely good on-going experience with a personal relationship with all members of the team, service has been consistently tailored to our changing business needs, with a proactive approach to keeping our business safe and secure; while support is above and beyond when things don't go to plan.

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Key competencies

Information Technology

- ◆ Several years' experience working in a technical IT role.
- ◆ A good understanding of current desktop systems, MS server operating systems, Office 365, Azure, software applications, and technology in general.
- ◆ Experience of supporting computer users as part of a support team, preferably gained in a multi-site environment or working for an IT reseller.
- ◆ Awareness of the main types of risks affecting the successful and timely outcome of software and hardware installations.

Customer Service

- ◆ Focus on providing excellent customer service by having the ability to constantly and consistently exceed the Client's expectations.
- ◆ Develop a helpful and customer facing interface between IT and the clients' business functions to determine appropriate IT solutions to business requirements.
- ◆ Communicate effectively with clients to ensure clear understanding of IT application problems and resolutions using terminology users can understand.
- ◆ Communicate with colleagues to ensure dissemination of common information between all members of the team.
- ◆ Attend team and individual meetings with Technical Manager.

Job Knowledge

- ◆ Ensure procedures are maintained and adhered to - including change control management of all hardware, software and protocol changes.
- ◆ Keep own technical skills up-to-date with the latest technologies, by way of journals, literature, Internet resources, training, etc.

Integrity and Decision Making Skills

- ◆ Conduct oneself professionally and responsibly, through the decisions that you make, the rationale behind the decision and the resulting actions taken.
- ◆ Use knowledge and expertise to take initiative in determining priority of calls and correct escalation procedures.
- ◆ Assist with the evaluation of hardware and software for use within the organisation.



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Teamwork: Co-operation & Helpfulness

- ◆ Work well with all colleagues to achieve a common goal.
- ◆ Be able to handle work relationships by going out of your way to co-operate and help others ease conflicts with task priorities or misunderstandings.

Quality and Productivity

- ◆ Strive to provide a consistent and effective support service ensuring that expectations of the client is met or exceeded.
- ◆ Be results oriented, with an emphasis on achieving goals and objectives.
- ◆ Ability to reach targets which are required to maintain organisational standards.
- ◆ Ability to work accurately and thoroughly.

Development Skills

- ◆ Be prepared to adapt to changing circumstances and unexpected situations as and when support needs the business to change.
- ◆ Assist with the monitoring of service levels to identify improvements in working practices to the service provided.

Responsibility & Time Management

- ◆ Take personal responsibility for your part in delivering Tek Response objectives, challenges and opportunities.
- ◆ Ability to effectively use available work time.
- ◆ Be energetic and enthusiastic in planning work in advance so as to avoid delays.
- ◆ Ability to develop logical courses of action and follow through to monitor accomplishment of tasks.

Flexibility, Reliability and Dependability

- ◆ Be prepared to work some Sundays, bank holidays and evenings: remuneration may be provided.
- ◆ Provide cover during holiday and sickness and in emergency situations.
- ◆ Must be a reliable and dependable individual including punctuality and attendance.
- ◆ Responsibilities, key competencies and values will form the structure of the review and appraisal process, with a view to managing and improving performance, the training, development and salary review.



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Person Specification

The Ideal Support Analyst should have the following qualities:

Patience: someone who actively listens, diagnoses a problem through to the end, and patiently explains a solution.

Analytical: able to investigate complex issues, make decisions and develop solutions.

Problem-solver: able to find out the cause of a problem and come up with appropriate solutions. This may involve identifying problems, brainstorming solutions, reviewing research and data, and collaborating with others or choosing the most effective option on your own.

Thoroughness: ensuring calls are recorded, timely resolutions found, and clients are satisfied with the result.

Enthusiasm: able to remain motivated particularly during challenging situations.

Responsibility: takes ownership of a problem through to successful resolution.

Technical Knowledge: has the technical knowledge required to do job, and to take a lead role in providing technical support to clients and the team.

Empathy: Understands how the client feels, and able to give appropriate priority to the logged call.

Communication: able to communicate with clients over the telephone and face-to-face, able to explain technical issues in plain English, and ask the right questions to help diagnose and resolve the problem.

Work under pressure: Stay positive and be able to handle pressure.

Other requirements

Full UK driving license.



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Employee Value Proposition

We're dedicated to building a people-orientated culture where our team can learn, develop, and grow - to be the best version of themselves. We are looking for A-Players with drive and integrity, that treat every day as a school day, and strive for customer service excellence in an environment where the Client is King.

Your Professional Experience

You are currently employed as a Senior Technical Analyst or similar role at a Managed Service Provider or IT reseller, having worked there for at least a year. Your combined current and past employment in similar roles totals 5+ years.

You will possess excellent verbal and written communication skills, being someone who actively listens, diagnoses a problem through to the end, and patiently explains a solution.

You are able to investigate complex issues, make decisions and develop solutions, even under pressure. You organise yourself well - being thorough in ensuring calls are recorded in the helpdesk database, timely resolutions are found, and clients are satisfied with the result.

You remain enthusiastic and motivated

particularly during challenging situations, and take responsibility for the tasks assigned to you.

You possess and maintain a comprehensive knowledge of products and services, able to work together as a team, are flexible and adaptable to the needs of the business, and help build customer loyalty through adopting our 'The client is king' culture.

Your Personal Preferences

You will appreciate being able to work from your home. You are self-motivated, able to work on multiple tasks, focused on the job in hand, and understand the need to work to deadlines agreed with clients.

You are committed to on-going training and your personal development.

Your values are likely to include: integrity,



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honesty, accountability, self-improvement, high quality work, and customer service excellence.

You will want to work in an environment where 'The client is king', where the team strives to deliver customer service excellence; and has a people-oriented culture, where everyone in the business can relate to each other and feel they are treated fairly; where leaders listen and active conversations take place - where everyone feels they are valued and see that they are a vital 'cog' in the wheel that drives the business forward.

Motivation

You appreciate being able to work from home.

We have quarterly social events enabling you to meet the full team, and we will provide you the equipment and training to enable you to maximise your productivity in your home office.

Mentoring and training

Learning, developing, growing – there's a reason these three words go together. You can't have one without the other, they depend on each other.

You will relish the opportunity being mentored and held accountable by your manager, who wants to help you to become the best version of yourself.

Your IT skills

You will have **advanced** knowledge and experience of:

Office 365, Azure, Windows Server, Active Directory, Exchange, Outlook, SQL Server, SharePoint, OneDrive, Teams, PowerShell, PC fundamentals, Windows desktop OS, firewalls, data security, web security, email security, cyber essentials, corporate anti-virus, and mobile device management.

You will have **intermediate+** knowledge and experience of:

Word, Excel, PowerPoint, and Publisher.

Knowledge and experience of the following is **desirable**:

Forms, OneNote, Project, and Citrix XA XD VDI.



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Our culture and ethos

Our growth strategy is based on the mantra 'Making our Client King' - that delivering better customer service than our competitors makes us successful.

Communication makes all the difference: regular communication keeps stress levels down - people need to know what is happening and their expectations need to be managed.

We celebrate individual and team successes.

We are developing a team of 'A Players', ensuring we attract the very best talent.

It is better to make a wrong decision and learn from it, than make no decision at all.

We strive to work smarter, not harder. This requires continuous learning and development.

We are results driven, not focused on hours worked.

We are building a culture of flexibility, learning, and belonging.

Our purpose

Our purpose is to align technology to our clients' business needs, helping and supporting our clients achieve their own purpose.

We do this using our "Your Goals, Our Solutions" approach, and delivering first-class client-focused technical support and project delivery.

Progression and stability

We are a successful business with over 23 years history.

Our relationships with clients are built at the highest levels. We have extremely low client churn. We have clients that have been with us since the beginning.

As a small company looking to continue our growth, there are promotion opportunities, all the way to the top.



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We will try and make it easy for you to apply for this role

During your application, we treat all conversations as confidential.

We offer interviews at a time to suit you - day, evening, or weekend - you do not to take time out of your current work to attend an interview.

We will try and answer your questions about the job before you undertake an interview, giving you the chance to make sure this is the job and company for you - before you spend time attending an interview.

Interviews can be done over Teams or Zoom if you prefer. We would want to eventually meet you in person - as we are sure you would want to meet us - before any offer of employment is made, and you accept our offer.

Some of the feedback we continually receive from our clients

The team have always been very friendly and supportive of my needs.

Always answer the phone in good time.

Always good service - polite and prompt.

Efficient and follow up was great.

Every time I ring nothing is too much trouble.

Each member of the team is always very courteous and takes the time to understand the problem.

...not only were they able to offer knowledge and experience that is second to none, they actually cared.

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About our business

Established in 1999, Tek-nology Solutions has been designing, building, securing and supporting dynamic IT systems to facilitate the business operations for a number of leading organisations across the UK and worldwide. We have built a reputation for quality, service and excellence in problem solving for business. Learn more about 'why we are different'.



Our approach:

“Your Goals, Our Solutions.”

A key part of our ethos is the approach we take in understanding our clients' needs. We believe that any IT decision or investment should be driven by business needs. A high level of technical expertise and customer service should be a 'given' for any established IT business. Our clients choose to partner with us year after year due to our 'Your Goals, Our Solutions' approach and first-class customer service.

We use a two-pronged approach. Our business consultants seek a detailed understanding of our client's business, the journey they are on, the challenges and problems they are facing, and the goals they are striving to achieve. Meanwhile our technical analysts assess their current IT infrastructure and systems. We then review both the business and technical reports, and establish

the root causes of why they are facing these challenges and problems, with regards to their current IT infrastructure and systems. We explain in plain English what technology is required to address these issues, and also, what is needed to support their future growth and achievement of their business goals. We help them define their IT Strategy to bridge any gaps between where they are today and where they want to be tomorrow. Information Technology should be used as a business enabler, not a business dictator.

In 2016, Dave handed the day-to-day running of the business over to his senior management team. This allowed him to take a 6-year sabbatical from the business. Now it is 2022, and Dave has returned to take an active role in the business once again. Dave has a vision for the business - and is looking to grow and develop a team of A-Players to help him realise that vision.



<h3>Dave's Vision</h3> <p>Given that Dave as founder of Tek-nology Solutions came from a technical background, it will be no surprise to you that our business has a first class reputation for technical ability and that we have an excellent reputation with regards to our customer service. Dave now wants to take the business to the next level, and is driving a new growth programme throughout the business.</p> <p>At the heart of Dave's vision is the mantra 'The Client is King'. While we have an excellent customer service reputation, we know we can do better. We are using tools such as the Net Promoter Score to help us achieve this vision - we are continuously seeking constructive feedback to help us identify where we can do better - helping us direct our efforts to the right areas. We are creating additional roles and undertaking a recruitment programme throughout 2022.</p>	<p>We have a loyal team including some staff that have been with us for over a decade. Again, while we get a lot right, we know we can do better. We are building a people-orientated culture, one of flexibility, learning, and belonging. We are results driven, not focused on hours worked. We celebrate individual and team successes.</p>	<h3>Our purpose</h3> <p>Our purpose is to align technology to our clients' business needs, helping and supporting our clients achieve their own purpose.</p> <p>We do this using our "Your Goals, Our Solutions" approach, and delivering first-class client-focused technical support and project delivery.</p>
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