



Senior IT Consultant

Role Level:	5
Reports To:	Level 6 Lead IT Consultant
Direct Reports	IT Consultant
Functional Links:	Service Delivery Manager (North/South), Account Managers, IT Consultants, Operations Administrators.

Main Job Purpose:

- Provide extensive support and advice on a wide range of IT services and technologies, including Microsoft, Google and Apple platforms.
- Process incoming requests for support, through the service board.
- Participate in and lead Project work at client sites.
- Working with Account Managers as part of a "Client Team", acting as Technical Lead for specific customers, recommending, advising and guiding on their strategic IT plans.

Key Skills / Experience:

- At least 6 years' demonstrable experience in a relevant field.
- Experience of solution design in Microsoft and Google platforms would be beneficial but not essential.
- Certification: Relevant certification in Cisco and/or Microsoft.
- Hands-on working knowledge of firewalls, SANs & Cisco / HP Aruba switches.
- Current network troubleshooting skills, including excellent 'working knowledge' of LAN & WAN technologies, including: IPv4, VPNs, VLANs, iSCSI, SNMP etc.
- Windows Active Directory, including Microsoft Office 365 suite and Azure active directory.
- VMWare and Microsoft Hyper V Clustering experience.
- Windows Active Directory, including Microsoft Office 365 suite and Azure Active Directory.
- Experience in recent Microsoft Server 2016-2019 builds.
- System Centre Configuration Manager.

Key Responsibilities:

- Monitor service board escalations and progress accordingly.
- Act as an escalation point for service requests received.
- Attending site visits when necessary to help resolve issues.
- Maintain clear communication to the team and clients.
- Assisting account managers by responding to queries regarding sites.
- Takes a lead on larger project work.
- Training of other IT Consultants, where appropriate.
- Keep internal documentation up to date to assist team learning.



At Computeam, our mission is to improve education outcomes using technology.

Be proud of the service that we deliver.

We uphold the highest standards of customer service, take personal ownership of issues and celebrate our achievements. We have pride in the service we deliver.

To help us achieve this, you will need to:

- Have exceptional communication skills, both to colleagues and clients.
- Act as a trusted Technical Lead for key clients.

Hire, support and develop amazing people.

Our dedicated team builds relationships with our clients. We always look to create a partnership approach to implementing, maintaining and developing ICT in schools.

To help us achieve this, you will need to:

- Proactively mentor others.
- Work effectively within the internal Client Team, assisting Account Managers.

Ensure that each action has a positive purpose.

We believe that technology has the potential to make a positive difference to the lives of pupils and teachers. Our purpose is to ensure that the solutions we provide are properly specified, implemented and supported.

To help us achieve this, you will need to:

- Ensure that advice and actions given by you are appropriate.
- Come forward with proactive ideas for improving company systems or processes

Demonstrate a passion for what we do.

Passion for technology and education, and for bringing the two together to provide excellent results. We value our client relationships and care about the quality of the services we deliver.

To help us achieve this, you will need to:

- Lead by example, championing best practice throughout your team and others.
- Stay up to date with new technologies and share knowledge with colleagues via Teams or other routes.