# About Datel Advansys

Datel Advansys is a specialist in IT infrastructure solutions, from initial design, architecting, configuring, implementation, through to full monitoring and management of Private and Hybrid Cloud Solutions for mid-market businesses.

Our primary route to market is working with a number of business partners whose customers want to move to a cloud based solutions, outsourcing key components of their IT solutions whilst maintaining high levels or security and availability often across multiple geographies around the world.

We are committed to quality processes and industry best practice for IT service management, security and support in line with ITIL principles and ISO standards and all staff have been through the Baseline Personnel Security Standard.

We have a loyal and growing customer base that stay with us for our exceptional service and support, delivered by our highly skilled team. We invest in our people through development, training and support.

**Our approach to working**

Our offices are currently open with employees benefiting from a hybrid approach to working; working both from the office and working from home. To facilitate this, we have taken the necessary steps to ensure that our office space is Covid-secure, and all teams are equipped to deliver services and work effectively when working remotely with conferencing tools and VPN access to our systems.

Long term success in remote working rests on ensuring our culture transcends the physical boundaries of the office. Without the face-to-face interaction that makes working in the office so enriching, remote workers can suffer from disconnect and isolation. Thankfully, our culture is agile enough to adapt to people’s working environments at home and we benefit greatly from having a solid foundation of strong relationships built up in the physical office. Datel has never been about the place, it’s always been about the people.

# Job Advert

**What you'll do**

Acting as a 1st line server technical specialist responsible for monitoring the incident logging system for new tickets, performing initial diagnosis and fix or where a solution is not available escalation to the 2nd line. The role also includes answering technical support phone calls and carrying out change requests on behalf of customers.

You’ll need to triage high priority issues and provide directions/solutions to meet SLAs, actively supporting the customer in all aspects through to problem resolution while keeping them informed throughout.

Our service operates 24/7 and you will be required to work out of hours and/or weekends to cover for holidays etc. During such times, shift allowances will apply or there is the option for time off in lieu.

**What to bring**

We’re looking for a Computer Science graduate with experience of Windows Server 2016 – 2019 configuration, monitoring and troubleshooting, VMware 5+ - Basic use of GUI tools to perform troubleshooting. Any knowledge of MS Exchange 2013+, SQL Server 2016+, Office365 Exchange/Azure beneficial but not essential. Any knowledge of Linux is a bonus.

You’ll need excellent problem solving and troubleshooting skills and the ability to use various tools and methodologies to analyse problems and develop solutions.

It’s essential you have a strong desire to learn new skills and that you throw yourself into new situations, always being keen to pick up new responsibilities and meet new challenges.

**What we offer in return**

You’ll benefit from on-going training and development in all the skills, product knowledge and technical ability required by the role, working in a dynamic and supportive team, gaining recognition for your individual contribution.

# The Role

# **Title:** Tier 1 Technical Support

# **Reporting to:** Mike Hindle, Team leader

# **Direct Reports:** None

Location: Combination of office and remote working. You’ll also need to attend the office for meetings, training and catching up with the team etc, so you’ll need to live within commuting distance to the Warrington office.

**Start Date:** As soon as possible

**Hours of Work:** Early Shift (07:00 – 15:30) Mon-Fri in the office, Weekends at home

Late Shift (15:30 – 00:00) Working at home + on-call for Severity 1 incidents 00:00-07:00

May be required to cover for holidays etc.

 **The Rewards**

Basic Salary: Competitive and negotiable dependent on experience

Holiday: 27 days per annum

Pension: Datel contributes 4% of your basic salary to the scheme. You are required to contribute a minimum of 5% of your salary to the scheme, usually via salary sacrifice.

Notice Period: 4 weeks

Other Benefits: Life Cover – 2x basic salary. Shift Allowance or time off in lieu

# The Recruitment Process

The process is intended to allow both parties sufficient time and opportunity to assess the cultural and team fit, the balance between individual and company aspirations and key business objectives. Our objective is to ensure there is clarity around the role and the key challenges and priorities.

* There will be an initial discussion with Mike Hindle, Team Leader, completed virtually or over the phone where you will discuss your experience and what you’ll be able to bring to the role.
* Shortlisted candidates will then be sent a PPA assessment. This takes roughly 5-10 minutes to complete either via your laptop or smart phone.
* You will then be invited for an interview at our Warrington office with Mike Hindle and Paul Rathbone, Technical Director, to discuss competency-based qualities and your personality fit to the role.