



Alphascan Ltd are managed IT support company based in Romsey, Hampshire providing IT solutions, VoIP and Cloud services to businesses across the South Coast and beyond

We have a new and urgent requirement for an experienced, enthusiastic and motivated Technical Delivery Manager to join our team based at our offices in Romsey on a permanent basis. The role will also include visits to client sites so customer facing ability and commercial focus is of paramount importance.

Alphascan have been very successful over the past 25 years and have always taken great pride in being at the forefront of technology, its trends and so forth. Due to the constant expansion within the last few years and the shift off-premise we now feel it is time to create an exciting role which will ensure the companies foresight doesn't waver.

There are 3 main areas of responsibility within this role.

Working with the Senior Techs and Management Team, taking full responsibility for the decisions the company makes in and around our technical offerings, services provided, innovation, automation and products that will most help our customer base alongside writing documentation that supports this.

Providing leadership and resource alongside Technical Director and Senior Techs ensuring all lower level support staff are able to escalate more complex issues they are unable to solve. This will also involve staff management and mentoring with the assistance of our Service Delivery Manager.

Being able to act as High Level Pre-Sales/Solutions Consultant who can accompany Sales Director and Business Development Managers when visiting potential customers. The ability to listen to customers, understand your audience and be able to present technical solutions to non technical and delivery focused staff in "Lehmans terms" is a real caveat here.

Again regardless of the aforementioned, we are looking here for a leader, somebody who is "hands on" and underpinned by good technical knowledge

Below are some of things we look for from a technical experience perspective.

- Thorough knowledge of Microsoft O/S and Desktop applications
- Proven track record of supporting Network and Server Infrastructure of various scales
- Implementing and maintaining Microsoft Windows Servers
- Migrating and maintaining Microsoft Office 365 products
- Microsoft Azure
- Managing and Installing Disaster Recovery and Backup Solutions including Altara, Solarwinds and StorageCraft.
- Dealing with escalated 2nd and 3rd Line support calls

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Below are some of things we look for from a technical experience perspective (continued)

- Dealing with escalated 2nd and 3rd Line support calls
- Involvement and Management of client project installations
- Managed Services and client facing environment exposure
- Achieving SLA's through Autotask PSA software
- Problem solving and researching new technologies
- Firewall and Comms Installation including Watchguard, Fortinet and Draytek firewalls
- Webroot Anti-Virus
- Solution Architecture and the ability to accompany the Business Development Team when visiting potential new customers scoping work.

We actively encourage our staff here to improve themselves both technically and from a commercial perspective so alongside our standard benefits we will also provide a certain allowance per staff member for them to embark on industry certifications including Microsoft Azure and the like.

In return we offer a competitive salary, use of a company mobile phone, company vehicle with fuel card and a chance to work in a diverse, enjoyable and challenging business environment whilst having some fun at the same time.

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