

IT CONSULTANT

Salary: £31,000 per annum

Location: Remote

Hours: Monday to Friday – 37.5 hours per week

Reports to: Director

Contract: Full-time, Permanent

Subject to an Enhanced DBS check and satisfactory references

Overview

We are looking for an IT Consultant who can provide trusted, expert guidance and hands-on technical support to our customers. The ideal candidate combines strong technical ability with excellent communication skills, and takes pride in building lasting relationships with customers. They are committed to understanding each customer's needs, delivering solutions that improve systems, and always striving to do what is best for the organisation.

Key Responsibilities

- Provide high quality remote, on-site and over the phone technical support across a range of different customer environments.
- Deliver responsive, effective and personable support to customers using the HG IT service desk platform.
- Work independently to troubleshoot and resolve issues and engage with colleagues when necessary.
- Implement and manage cloud and on-premise technical solutions autonomously.
- Deliver clear technical information, advice and recommendations tailored to the customer.
- Support project delivery such as cloud migrations, network infrastructure upgrades and hardware installations.
- Proactively monitor customer networks, respond to alerts and resolve issues before they impact operations.
- Build and maintain strong, trusting relationships with customers.
- Maintain up-to-date knowledge of industry best practices.
- Collaborate effectively within a small team to support customers, while contributing to the growth and professional development of colleagues.
- Provide feedback on operations that may support improved efficiencies.

Essential Skills & Experience

- Demonstrable experience in a 2nd Line / Field Engineer / IT Support role.
- Strong knowledge of Microsoft 365 administration and modern management.
- Good understanding of Windows Desktop & Server environments.
- Familiarity with networking concepts such as DHCP, DNS, routing, VLANs, VPNs.
- Experience with backup systems, antivirus platforms, RMM tools and monitoring solutions.
- Experience with Intune device management.
- Excellent communication skills, both written and verbal.
- Strong documentation and organisational skills.
- Ability to work independently in a remote environment.
- Full UK driving licence and access to your own vehicle.

Desirable Skills

- Experience in implementing internet connectivity, firewalls and web filtering services.
- Familiarity with access control, CCTV, telephony or other infrastructure technologies.

Personal Qualities

- Self-motivated, proactive, and comfortable managing your own workload.
- Customer-focused with a friendly, professional approach.
- Calm under pressure and solution-oriented.
- Eager to learn, develop and grow within the role.

Benefits

- £31,000 salary
- 25 days holiday per year
- Flexible working as standard
- Mileage allowance
- Company Pension