



technology simplified

## Technical Analyst

### Clearwave Enterprise Solutions – York YO30 4RB

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Clearwave has a great opportunity for a dynamic individual looking for a challenge to develop and grow within a close-knit team and exciting company.

You will be part of the Technical Operations team working with clients, suppliers and innovative technology. As a member of the Technical Operations department, you will ensure that products are delivered to clients in accordance with service agreements and service levels. You will also have the challenge of delivering existing products to new clients according to project timescales and set budgets. As part of the team, you will provide technical support across all products with a focus on responding promptly and resolving efficiently. As part of the support process, you will liaise with suppliers to provide clients with relevant and timely information.

We are looking for someone who will have an attitude towards continuous improvement in product and service delivery working closely across teams and with clients. You will need experience supporting a broad range of technologies, being able to develop strong customer relationships and directly manage all technical audits. It is also expected that you have experience working closely with current technologies such as cloud and connectivity and have a good understanding of how they should be managed and supported.

In this role, you will have the opportunity to become responsible for building a strong technical team through setting clear objectives, regular appraisals, coaching and support.

#### Key Responsibilities:

- Management of client visits, audits and system documentation
- Scheduling of routine service and maintenance
- Client specification completion
- Maintain and develop good technical knowledge of company products
- Technical meetings with clients
- Monitor supplier technical performance

#### Essential Criteria:

- Solid technical knowledge and experience
- Experienced in Microsoft Server Technologies
- A good understanding of computer networking
- Appreciation of data security principles
- Professional, diplomatic and approachable manner
- Good administrative and organisational skills
- Analytical and logical

- Helpful and willing to support other team members
- Ability to prioritise workload
- Experience in Microsoft software packages
- Driver's Licence

This role would suit someone who enjoys being a key part of a successful, close-knit team working in a fast-paced high-tech environment and developing relationships with clients. It is a great opportunity to join a fast growing business and be an integral part of its continuing success.

Job Type: Full-time

Salary: £20,800 to 23,500 /year depending on experience

Location: York

Closing Date: 11<sup>th</sup> July 2019