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## **Professional Services Engineer**

### **The Department**

The Professional Services department is responsible for executing a variety of IT projects, both internally and externally. These projects encompass everything from initial consultation and design to implementation and support, ensuring the successful delivery of technical solutions for both internal stakeholders and external clients.

### **The Position**

This hands-on role is responsible for directly delivering professional services projects. The Professional Services Engineer will be deeply involved in all phases of project execution, from understanding technical requirements, designing solutions, to implementing and supporting systems. The role involves actively delivering IT solutions that meet the business needs of internal teams and external clients, ensuring projects are completed on time, within scope, and to the highest standards.

### **Reporting to**

This role reports directly to the Head of Operations.

### **Duties/Areas of Responsibility**

The position will involve the following areas of responsibility:

- Take direct ownership of IT projects, executing tasks across the full project lifecycle - consultation, planning, design, implementation, and support.
- Lead hands-on deployment and integration of IT solutions for both internal teams and external clients.
- Work closely with the Head of Operations to ensure smooth execution of projects that align with both internal business objectives and external client requirements.
- Maintain constant communication with both internal teams and external clients, providing regular updates on project status and handling any technical queries.

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- Ensure that all projects internal and external are delivered on time, within budget, and meet defined quality standards.
  - Provide hands-on technical support during and after project execution, ensuring seamless transitions and successful system integrations.
  - Ensure documentation is created and maintained throughout the project for both internal use and client records.
  - Conduct post-implementation reviews to assess project success and identify areas for improvement.

### **Additional Responsibilities**

- Stay up to date with industry trends and best practices, applying this knowledge directly to the execution of projects.
- Assist the Head of Operations in managing project resources, schedules, and deadlines.

### **Desired Skills and Experience**

- Strong experience in delivering IT solutions, including networking, cloud services, and software integration.
- Knowledge of virtualisation technologies (VMware, Hyper-V) and networking (VLANs, firewalls).
- Microsoft 365 Certified: Administrator Expert
- Azure/AWS Architecture/ Integration/ Migration
- KnowBe4 deployment and administration
- WatchGuard Firewall (Including BOVPN) deployment and administration
- Ubiquiti deployment and administration
- Meraki deployment and administration
- Networking Physical/ Virtual (VLAN, LACP, STP, QOS, ACL's, VRRP)
- Server Physical/ Virtual (HPE/Hyper-V/VMware)
- Security Best Practices
- Experience with project management tools and methodologies.
- Strong communication and client-facing skills, with the ability to translate complex technical concepts into user-friendly language.
- Relevant certifications (e.g., Microsoft, AWS, VMware) are highly desirable.

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**Working Hours**

- Standard working hours are Monday to Friday, 8:00 AM to 4:30 PM. However, flexibility is essential, as out-of-hours work, including evenings and weekends, may be required to meet project deadlines and ensure successful project delivery.
- Regular travel to client sites will be required as part of the role, with potential for occasional longer-distance or overnight stays depending on project needs.
- 30 minutes unpaid lunch.

**Remuneration**

- Salary from £35,000 per annum, DOE.
- 27 days holiday plus 8 bank holidays.
- Private Healthcare including mental health cover, and employee assistance program (after completion of probation)
- Benefits including 50% off Gym membership, up to 40% off Garmin watches and other healthcare related benefits.

**Place of Work**

- Primarily based at the company headquarters (Unit 119 Wheelhouse Road, Anglesey Court, Rugeley, WS15 1UL), with regular travel to client sites as required.