Senior Managed Services Technical Support

Dorking, Surrey

Recarta IT has built a reputation for being a steady pair of hands. We look after the systems that keep our clients' businesses running and we do it with care, precision and a friendly, down to earth approach.

We are looking for an experienced managed services professional to join our technical team. If you enjoy keeping complex environments healthy, solving problems before they become issues and being part of a team that clients trust, this could be a great move for you.

Why this role matters

Our managed services clients rely on us to keep their mission critical systems available, secure and resilient. You will play a key part in this, working with a wide range of technologies and supporting clients across many sectors. Every day brings something new to learn and a chance to make a real difference to organisations that depend on us.

You will join a team that values dependability and teamwork. We work in a calm and supportive way and take pride in doing things properly. You will also have the freedom to suggest improvements and help shape best practice across our services.

What you will be doing

This is a varied technical role where no two days are the same. Your work will include:

- Supporting our hosted and remotely managed clients with infrastructure, operational and administration tasks

- Keeping an eye on alerts and service tickets, spotting issues before they affect clients

- Carrying out planned activities such as patching, updates, backups, DR tests and system checks

- Helping to improve our tools, processes and service approach

- Working closely with our Service Desk, Technical and Service Delivery teams

- Building strong relationships with clients who see us as an extension of their own IT teams

- Occasionally attending client sites or taking part in the on call rota, with all such work paid in addition to your salary

You may also support project work such as upgrades, new deployments or technical pre sales when required.

What you will bring

We are looking for someone experienced, confident and steady. Someone who enjoys solving problems, learning new things and working in a team where people help each other.

You will need good working knowledge in most of the following areas:

- Microsoft Windows Server and Windows 11 administration
- Office 365, SharePoint and OneDrive
- Active Directory and Azure Active Directory domain services
- VMware vSphere and ideally IBM PowerVM
- Networking fundamentals such as DHCP, DNS, TCP/IP, subnets, VLANs and VPNs
- Basic Linux administration
- Cloud platforms such as Microsoft Azure or AWS
- Backup technologies, ideally Veeam

If you bring a positive attitude, good communication skills and a genuine interest in doing things well, you will fit right in.

Training and development

You will have access to continual training through our vendors, distributors and internal systems. We will support any external training needed for the role and encourage you to explore new technologies. We want you to grow with us.

What you can expect from us

- A dependable employer with a strong and stable client base
- A friendly, supportive technical team
- A chance to work with a wide range of technologies
- A calm environment where quality matters
- 25 days holiday plus Bank Holidays
- Private healthcare after probation
- Pension contributions
- A salary based on your experience

- **Office in Ranmore Common with some remote working by agreement**

Ready to join a team clients trust with their most important systems?

If you would like an informal chat before applying, we are always happy to talk.

Apply with your CV or get in touch to find out more.