



Job Title: IBMi Managed Services Consultant

About Recarta IT Limited:

Recarta IT is a specialist IT infrastructure and managed services provider, helping organisations navigate complex IT challenges through cloud, security and compliance-driven solutions. Recarta IT was established in 2005 and currently holds its head office in Ranmore Common (Dorking). Recarta has three key strategies:

1. To scope, supply and integrate enterprise server and storage solutions.
2. Provide hosting, professional services and managed services to a wide range of server and storage clients.
3. Supply and renew a wide range of vendor hardware, and software maintenance offerings. Alongside vendor software licensing, compliance, and renewals.

Recarta currently works with over 300 clients annually, servicing public sector, manufacturing, distribution, financial and retail sectors. Recarta currently employs 50 people including technical and sales consultants.

Job Summary:

The Managed Services Consultant will provide technical, operational and administrative support to Recarta's hosted and remotely managed clients across the UK. This role is responsible for helping to maintain reliable service delivery, meeting agreed SLAs and contractual obligations, supporting compliance requirements, and carrying out scheduled maintenance activities such as upgrades, DR testing and data restore testing. The successful candidate will work closely with clients, internal technical teams and client managers to resolve incidents, understand customer environments, support billing accuracy, and contribute to the delivery of effective managed service and infrastructure solutions.

Key Responsibilities

Service Delivery & Customer Support

- Provide operational and administrative support to Recarta's hosted and remotely managed clients across the UK.
- Ensure that all SLAs and contractual obligations are fulfilled across all Recarta's managed service contracts.
- Obtain a strong understanding of customer environments, identifying technical and operational challenges and helping to delivery effective solutions.
- Work alongside Recarta's Client Managers and technical teams to support customers and prospects through meetings, calls and technical discussions relating to managed srvicees and infrastructure solutions.
- Support the development and maintenance of operational documentation, procedures and standards to ensure consistent service delivery.



Monitoring, Incident Management & On-Call Support

- Monitor and respond to alerts across IBMi environments and wider datacentre platforms, including servers, storage, backup, virtualisation and network infrastructure.
- Act as a primary point of contact for client incidents and service requests, resolving issues directly where possible or escalating appropriately in line with agreed SLAs and operational procedures.
- Resolve incidents, service requests and problems in a timely manner, ensuring appropriate resolution plans are implemented and communicated to relevant stakeholders.
- Participate in the managed services on-call rota, providing out-of-hours monitoring, incident response and support to maintain service availability.

Service Improvement & Modernisation

- Proactively review existing managed service processes, systems, tools and ways of working, identifying opportunities to improve efficiency, automation, standardisation and service quality.
- Work collaboratively with colleagues to modernise operational processes and implement improved tooling, monitoring capabilities and industry best practices.
- Champion continuous improvement by identifying inefficiencies, reducing manual effort and helping to shape the future direction of Recarta's managed services operation.
- Contribute to initiatives that enhance customer experience, operational effectiveness and service scalability.
- Identify opportunities to reduce manual effort and improve consistency across operational processes, reporting and client communications.

Infrastructure Operations & Maintenance

- Complete scheduled operating system upgrades, firmware upgrades, disaster recovery tests and data restore tests in line with client contracts.
- Undertake planned maintenance activities, including evening and weekend work where required to support operational and project requirements.
- Assist with maintaining the availability, performance and reliability of managed infrastructure platforms and services.

Ideal Candidate Profile

Experience & Skills

Essential

- Experience working with IBMi / Power Systems environments.
- Proven experience in a managed services, infrastructure support, technical operations, or similar IT service delivery role.
- Experience supporting, monitoring and maintaining infrastructure environments, including servers, storage, backup, virtualisation and/or network platforms.



- Comfortable working directly with clients, acting as a reliable point of contact and communicating technical information clearly.
- Strong understanding of incident management, service requests, escalation processes and SLA-driven support.

Desirable

- Familiarity with configuring or improving infrastructure monitoring tools, alert thresholds and escalation workflows.
- Experience with backup, replication, disaster recovery or data restore processes.
- Knowledge of virtualisation platforms such as VMware.
- An understanding of enterprise storage, SAN, networking or firewall technologies.
- Experience using ITSM/ ticketing platforms such as Autotask, ServiceNow or similar.
- Experience supporting infrastructure with hosted datacentre or cloud based multi-client environments.
- Awareness of ITIL principles or structures service management processes.
- Experience producing or maintain technical documentation, operational procedures or client service records.
- Familiarity with Microsoft 365, Sharepoint or Power Automate for operational tracking, reporting or process improvement.
- Comfortable supporting maintenance windows, out-of-hours work or on-call processes where required.

Details

Location	Dorking (hybrid)
Hours	Full time, 7.5 hours per day, covering 8:00am–6:00pm Monday to Friday
Reports to	Managed Services Delivery Manager

Benefits

- A supportive, down-to-earth team culture with regular social events
- Training and career development opportunities
- Competitive commission and bonus scheme
- 25 days annual leave plus bank holidays, increasing with service
- Hybrid working with flexible home working arrangements
- Private Healthcare
- Workplace pension
- Salary sacrifice schemes
- Complimentary lunch and refreshments at the office
- Free parking