

Reference SELQA047	<b>SAVANT ENTERPRISES LTD QUALITY RECORD</b>	
Issue 1.0	<u>Title</u> <b>JOB DESCRIPTION</b>	<u>Date</u> 22/04/2021

## Technical Support Manager

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### About Savant Ltd

Savant has been an employee-owned company since 2001 and is now wholly owned by the Savant Employee Benefit Trust (EBT) – to which all eligible staff belong. This enables our employees to share in the success of the business. We are an established SME which supplies software and database development, support services and consultancy expertise for life and business critical systems. We also have extensive experience of implementing technologies for a wide range of infrastructures from national data centres to smart phones.

### Summary of Position

Our growing business requires an experienced, talented and enthusiastic technical system support individual who is not afraid of new challenges and can adapt to an ever-changing environment. The position requires flexibility, reliability and, along with problem solving skills, the ability to work in a busy environment under pressure.

The post holder will report on a regular basis to the current technical manager but will be eventually be expected to manage a small team of technicians. There will be a high degree of autonomy and self-management expected in this role. In addition, there is the requirement to provide support on any technical issues where they arise which includes out of hours support.

**Salary:** £35,000 (Negotiable Dependant on Experience) + annual bonuses, Private Health Insurance, and other benefits

**Location:** Burton-in-Kendal, Cumbria

**Type:** Permanent (Note: All Applicants must be free to work within the UK free from any restrictions of Visas and work permits.)

### Duties & Responsibilities Include:

- Implementation and integration of new hardware and processes
- Liaise with colleagues, suppliers and end users across multiple levels and disciplines to ensure resolution of technical issues
- Analyse and interpret project requirements and functional specifications and ensure technical issues are resolved
- Issue tracking and resolution, utilising our in-house quality system
- Offer telephone support to external clients
- Occasional travel / overnight stays may be required on an ad-hoc basis
- Ability to follow procedures (and create new and amend existing processes and procedures) as defined within our in-house quality system which conforms to ISO9001 and ISO27001.
- Manage a small team of technicians.

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**Essential requirements :**

- Good written and oral communication skills
- Good organisation and planning skills
- Good background education (degree level technical / engineering)
- A wide background in technical support and system design including at least some of the following:
  - OpenVMS hardware and software including Alpha and Integrity servers
  - Microsoft Windows Products and Services (all versions)
  - VMware Virtualisation
  - Network design and support (layer 3 switching, VLANs, TCP/IP, layer 2 protocols)
  - Fibre channel SAN's with backend storage subsystems
  - High availability system design and support.
- A quick learner with a willingness to develop skills and knowledge of relevant technological advances
- Good sense of humour

Deadline for applications 20 June 2021 which should be returned to [jobapplications@savant.co.uk](mailto:jobapplications@savant.co.uk)