

Implementation Engineer -

About Alpha Generation:

Alpha Generation Distribution is a specialist IT distributor focused on proactive security solutions and Software Asset Management. Launched in May, 2013 we are a young company, but one built on twenty years' experience in IT distribution and security solutions. With the combination of product knowledge, channel support and personal attention Alpha Generation delivers where broad-line distributors cannot.

Role Overview:

Alpha Generation is looking for an implementation engineer to provide post-sales professional services for a variety of security and SAM solutions. The role requires customer site visits and support by telephone/remote.

Job Title:	Implementation Engineer
Reports to:	Head of Service Delivery
Location:	Retford, Nottinghamshire
Job Status:	Permanent, Full Time
Salary:	Competitive, based on experience – plus bonus scheme and personal pension contributions

Responsibilities:

Own all technical aspects of the post-sales process including:

- Installation and configuration of solutions, on-site or remotely
- Customisation and deployment of solutions, on-site or remotely
- E2E project manage and document solution implementations from requirement gathering to project closure and review
- Logging of any post-sale's IT support issues and requests
- Provide training, documentation, and knowledge transfer of solutions to customers
- Provide technical assistance to the sales team as part of the customer sales cycle when required
- Assist other members of the technical team with support issues where required
- Assist with maintenance of internal systems when required

Requirements:

The successful candidate will:

- Be able to demonstrate strong knowledge of operating systems including Windows Server & Desktop, Mac OS & Linux, including specific experience with MS Server, Exchange Server/Office 365, SQL, and IIS
- Experience of installing and configuring Routers, Firewall and Switches
- Experience of installing and configuring server-based application solutions
- Experience with virtualisation including Hyper-V, VMware and cloud Infrastructure
- Experience with scripting
- Have experience of troubleshooting PC/Server Hardware, Software and networking issues
- Hold a full UK driving license and car
- Have strong interpersonal skills and be able to communicate at all levels of business, both internally and externally
- Be organised, focused and conscientious
- A problem solver with a flexible attitude to work
- Depending on location, commute to Alpha Generation's offices in Retford, Nottinghamshire and visit partner, vendor and end-user sites as required
- Be able to work extended hours on occasion

Preferred skills/experience, but not essential:

- Hands on experience with SAM and security solutions
- Prince 2 certified
- ITIL v3 foundation

