Who are Start Tech

Start Tech is a trusted provider of managed IT, telecom, connectivity, and cyber security services for small and medium-sized businesses across the UK. Established in 2000, we have built a strong reputation for delivering exceptional service and innovative solutions tailored to meet our clients' needs. With over 30% year-on-year growth for several years, we are on an exciting trajectory and have ambitious plans to sustain this momentum. We work with a diverse range of clients across multiple sectors, helping them achieve their goals through technology. Our success is driven by our commitment to customer satisfaction and a team that is passionate about what they do.

At Start Tech, we are committed to fostering an inclusive and collaborative workplace where innovation, integrity, and excellence thrive. We believe our success is built on the dedication and expertise of our team, and we are excited to welcome new talent to join us on this journey.
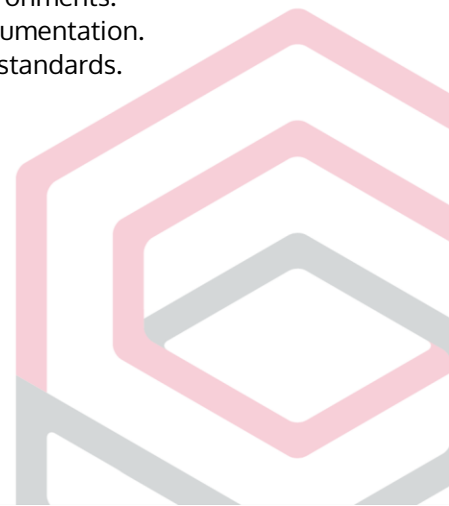
The Role

As a **Lead Project Technician**, you will lead the technical delivery of project work across our client base, ensuring consistent, high-quality outcomes. You will be responsible for delivering a range of solutions, including new client onboardings, infrastructure projects, cloud migrations, and technology rollouts. Working closely with the Professional Services Manager, you will ensure that projects are scoped and delivered effectively, with clear communication to both internal teams and client stakeholders.

Key Responsibilities

- Lead the technical delivery of IT infrastructure and cloud projects.
- Collaborate with the Professional Services Manager to scope and plan project work.
- Deliver solutions including Microsoft 365, Azure, server and network infrastructure, and cyber security technologies.
- Provide expert-level troubleshooting and resolution during project implementation.
- Mentor and support junior and mid-level technicians working on projects.
- Document technical plans, decisions, risks, and lessons learned.
- Ensure client communication is clear and professional throughout the project lifecycle.
- Stay current with emerging technologies and recommend improvements where appropriate.

What We're Looking For

- Strong technical experience delivering IT infrastructure and cloud projects within an MSP environment, with a minimum of 5 years' hands-on experience.
- A deep understanding of Microsoft 365, Azure, server and network infrastructure, and cyber security solutions.
- Proven ability to manage and execute the technical aspects of multiple projects simultaneously.
- Excellent problem-solving and troubleshooting skills.
- Strong interpersonal and communication skills, particularly in client-facing environments.
- A detail-oriented approach with the ability to produce high-quality technical documentation.
- A passion for delivering excellent service and continuously improving technical standards.

What We Offer

At Start Tech, we believe in recognising and rewarding the contributions of our team. As a Lead Project Technician, you will enjoy:

- Profit share scheme – be rewarded with a share in the success you help create.
- Private healthcare – supporting your health and wellbeing.
- Employee Assistance & Support Programme – access to resources to support your personal and professional needs.
- 23 days of annual leave plus Bank Holidays – and your birthday off to celebrate in style!
- Regular company events – fostering a sense of community and teamwork.
- Two volunteer days per year – giving back to the community matters to us.
- Professional development opportunities – advance your career with training, industry certifications, and clear career progression pathways.
- Hybrid working options – supporting a healthy work-life balance.

Salary: £30,000 - £35,000, dependent on experience.

This role may also be referred to as Senior Project Engineer, Technical Project Lead, Infrastructure Engineer (Projects), Senior Implementation Engineer, Professional Services Engineer, or 3rd Line Technician in other organisations. If you're experienced in technical project delivery within an MSP and looking to take the lead on impactful projects, we'd love to hear from you.

🔴 01743 298611
🔴 info@start-tech.co.uk
🔴 Start Tech, 9 Sweetlake Business Village, Longden Road, Shrewsbury, Shropshire, SY3 9EW

Company No. 04109452
start-tech.co.uk