Vacancy

Job Reference: CITG-INF01

VACANCY DETAILS

Job Title:	Professional Services Consultant	Salary & Benefits: Working Hours:	Subject to Experience 09.00-17.30 (Mon-Fri) OOH cover will be required (Rota)
Job Category:			
	Professional Services	Sub-Category:	N/A
CEH Company:		Department:	Professional Services
Location:	Concorde Technology Group	Start Date:	01/08/2018
	Site & Office Based Ossett		

JOB DESCRIPTION

The successful candidate will fulfil a Professional Services Consultant function within the professional Services team. As a Professional Services Consultant, you'll be taking a hands-on, proactive role covering project delivery, monitoring and maintaining our internal, customer and hosted infrastructure.

Additional to the technical functionality of the role, you will be required to manage our SOW process as well as to provide a single point for resolution of technical issues for Internal, customers or hosted environments.

To be considered for this role, you are require to have a proactive methodical and driven personality, as a Professional Services Consultant you will be, presentable, hardworking and willing to turn your hand to a wide variety of different tasks. The role is 80% customer facing so you will genuinely enjoy working with customers and have the ability and willingness to interact with others around you.

Potential candidates should possess demonstrable experience within a customer facing consultant or support roles.

Main Duties:

- Proactively Monitor, manage and support Internal, Customer and Hosted environments
- Communicate effectively with customers and internal teams to resolve issues as quickly as possible.
- Act as a single point of contact for managed service issue from escalation to resolution
- Own and manage the Scope of Work Process, - liaise with other departments and Customers
- Assist in project delivery either alone or under the guidance of a Solution Architect
- Support for service desk escalations
- Perform presales activity (Conference calls/Meetings) in support of the sales process

- Obtain and maintain technical accreditations as required by the management in accordance with the guidelines provided by the manufactures and software vendors

Key Knowledge or Experience:

The applicant must have over 5 years' experience of working in a similar role within a Microsoft focused environment delivering and supporting SME environments.
- Excellent technical documentation skills
- Ability to multitask while prioritising workloads
- Support a positive attitude within the business.
- Participate in customer technology workshops when required.
- Excellent Deep technical implementation skills across areas of networks, virtual environments, Operating systems, firewalls, databases, desktops/VDI and monitoring solutions.
- Must have very strong customer facing personality and the ability to engage a diverse customer base.
- Ability to understand technical Drawings and technical documentation
- A clear understanding of the importance of documentation and has the ability of keeping records and documentation up to date.
- Methodical approach to solving problems.
- Excellent communication with both clients and internal teams.

Desirable product and technical skills

This role is a very technical. The technical ability of this individual is key to the professional services department restructure, the skills listed below are desirable but not necessary as long as the applicant can illustrate that they are willing to learn and pick up new skills.
- Watchguard, Sonicwall or Cisco Firewall product portfolio
- Microsoft Windows Core Operating systems
- Microsoft Active Directory
- Microsoft System Center suite
- Microsoft Exchange and SharePoint
- HP and Cisco Networking fundamentals (Routing and switching)
- Wireless technologies such as HP, Watchguard, Sonicwall or Cisco
- VMware product portfolio
- Veeam and other backup products
- Storage ranging from HP, NetApp, NexSAN or EMC
- Resource monitoring fundamentals
- Voice or SIP experience would be an advantage
- Citrix / 2X or alternative virtual desktop technologies
- MOF, TOGAF or ITIL as a working framework

Certifications

As the role is technical, you would be expected to lead by example and continual development would be key to succeed within this role.

Ideal candidate will be technical certified to MCSE/MCITP or the equivalent in other products.