

Senior Professional Managed Services Consultant

Location: Concorde HQ

Due to business expansion an exciting opportunity has arisen for a Senior Professional Services Consultant to join our dynamic team.

Concorde are one of the UK's most successful independent, IT, Cloud & Managed Services Providers. We have over 2500 customers throughout the UK and over 70 colleagues in the Concorde family. We have over £14m Group Revenues and rising.

We have a beautifully balanced business split across four main focus areas of
Technology Solutions
Cyber Security
Cloud Solutions
Communications

Our divisions align a wide range of services and products to give our customers greater depth, focus and flexibility in the areas we feel would be critical to our customer's growth and development ambitions over the coming years.

Taking advantage of our 32 years in business, our people and services have experienced a lot of change and developments within our sector, but we feel that packaging this experience in easily identifiable and recognisable offerings will assist us in providing you and your business the right information, with the right people at the right time.

We do not manufacture anything here at Concorde we are a Managed Services Company that trades on its reputation, One that we are exceptionally proud of and as many of our customer's that have been with us for over 32 years will bear testament too.

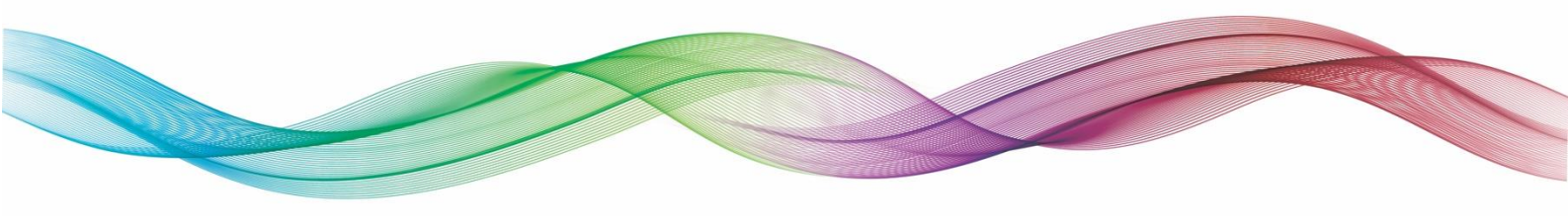
Investment in the talent, skill and dedication of our people translates into world class customer service making sure we deliver it on time, every time, all of the time.

This is an opportunity to join a successful company at the right time, ahead of further successful growth, and be instrumental in the guiding and developing technical excellence.

Brief Role Description:

The successful candidate will fulfil a Senior Professional Services function within the professional Services team. The role will be engaged throughout the entire pre-sales and delivery process including but not limited to, gathering client's business requirements, converting these business requirements into technical solutions, producing appropriate solution design documentation and being the technical authority for all aspects of the designed solution through to delivery and then assist with the on boarding process into support.

Potential candidates should possess demonstrable experience within customer facing technical consultant or solutions architecture roles whereby they can demonstrate both strong commercial & technical abilities. Whilst theoretical and holistic IT knowledge is required, this is a hands-on customer facing role, as such individuals should have deep technical & product knowledge, with practical experience of designing, building and deploying infrastructure, networking & associated technologies



The key attributes and skills you will be able to demonstrate include:

- Analysis of business and technical project requirements
- Design a technical solution around the customers' requirements
- Lead or participate in Due Diligence in order to validate customer architected solutions
- Assist in resolving customer problems while demonstrating a high level of competence and initiative.
- Provide solution detail including fully detailed costs utilising Concorde's cost models
- Assist in providing detailed responses to service and solution requirements as part of a formal tender process
- Organise or attend customer meetings in response to, or proactively introduce and develop opportunities
- Lead or participate in delivering customer solutions
- Obtain and maintain technical accreditations as required by the management in accordance with the guidelines provided by the manufactures and software vendors
- Lead major projects within the Professional Services Team
- Mentoring and training for other consultants within the team
- Attending/speaking at community events and presenting back to various teams

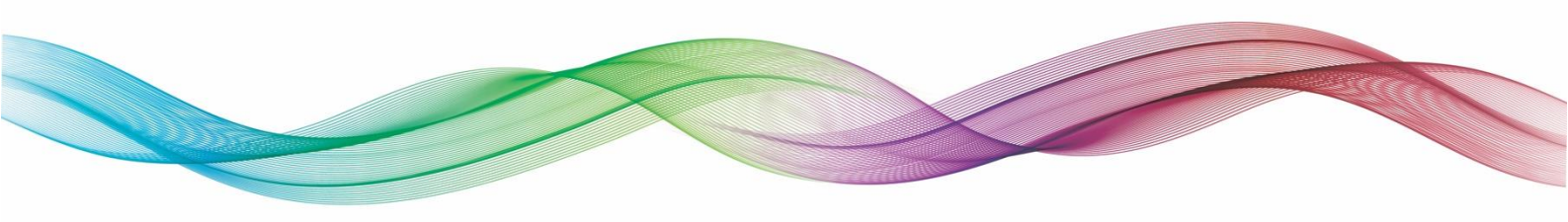
Key Knowledge & Experience:

The applicant must have over 3 years' experience of working in a similar role within a Microsoft focused environment designing and delivering enterprise sales projects.

- Ability to design end to end solutions
- Excellent documentation skills
- Ability to multitask and run several projects at the same time
- Support a positive attitude within the business.
- Lead or participate in customer technology workshops.
- Mentoring and knowledge sharing with other team or department members.
- Ability to translate customer requirements into technical specifications.
- Act as point of reference as technical design authority across the business.
- Ensure documentation quality control and standardisation is achieved.
- Excellent technical skills (design and implementation) across areas of networks, virtual environments, Operating systems, firewalls, databases, desktops/VDI and monitoring solutions.
- Presales / bid support - experience of contributing to customer-facing bid processes and pre-sales engagements.
- Research and development - staying ahead of the marketplace to ensure that the company is able to leverage the benefits of new technology to improve service and/or reduce costs.
- Must have very strong customer facing personality and the ability to engage a diverse customer base.
- Assist Group Head of Professional Services with Security of Internal & Customer Data and Inventory of Assets.

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, Sophos or Cisco Firewall product portfolio
- Microsoft Windows Core Operating systems
- Microsoft Active Directory
- Microsoft System Center suite advantage but not essential
- Microsoft Exchange
- Microsoft Azure
- AWS
- HP and Cisco Networking fundamentals (Routing and switching)
- Wireless technologies such as HP or Cisco
- VMware product portfolio
- Veeam and other backup products
- Storage from HP– NetApp
- Resource monitoring fundamentals
- Voice or SIP experience would be an advantage but not essential
- Citrix / MS RDS or alternative virtual desktop technologies

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.

Benefits Include:

- An industry matching salary plus car allowance.
- Pension Scheme with significantly higher matched contributions
 - A tailored professional and personal development plan.
- Receive up to 10 days training per annum, relevant to your position.
- When you join Concorde, you'll get your pick of our amazing company perks from Perkbox
- Free financial wellbeing advice from Alexander Beard Group
- Work in attractive office space with plenty of free parking – The Concorde HQ office has: Pool, darts, table tennis, table football, air hockey, Console Gaming and TV's, Things can get competitive.
- Take part in our regular events and activities outside of work. for charity or just for fun
- Birthdays off as a paid holiday
- An extra week holiday the year you get married
- Referral scheme for bringing superstars to the business

Interview Process:

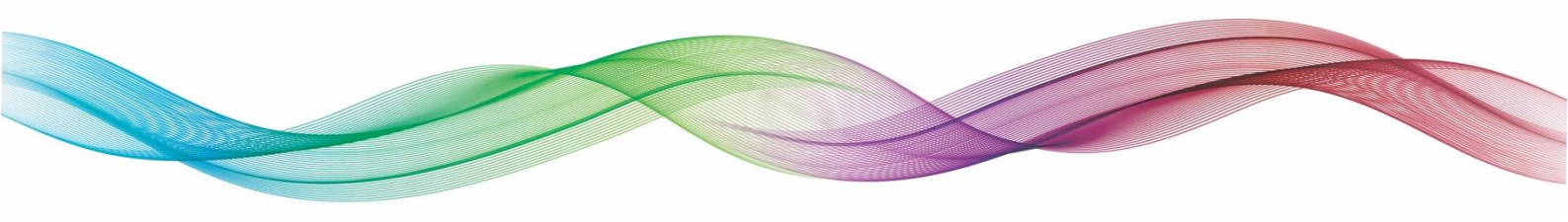
- **First stage:** This will be a 20-minute – 30-minute conversation with one of Concorde's Inhouse recruitment team;
- **Second stage:** Is a Skype video interview with our Chief Revenue Officer;
- **Third Stage:** A face to face interview in Wakefield HQ office with our CRO or CEO
- **Final stage:** This is offer and agreement of a start date.

If you're seeking an exciting and challenging role where you can use your skills and learn new ones, whilst influencing the success of growing business then apply now and one of our Internal Recruiters will contact you, to discuss your experience and skill-set.

Please send your CV together with details of salary expectation to: gillian.roberts@tctg.co.uk

Further information on the Concorde technology group can be found at www.tctg.co.uk

Concorde Technology Group are an equal opportunities employer and welcome applications from all sectors of the community.

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