

# Vacancy

Job Reference: CITG- INF02

## VACANCY DETAILS

<b>Job Title:</b>	Senior Professional Services Consultant	<b>Salary &amp; Benefits:</b>	Subject to Experience
<b>Job Category:</b>	Professional Services		
<b>CEH Company:</b>	Concorde Technology Group	<b>Sub-Category:</b>	N/A
		<b>Department:</b>	Professional Services
<b>Location:</b>	Office & Site Based Wakefield	<b>Date:</b>	01/08/2018
		<b>Start Date:</b>	

## JOB 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.

### Main Duties:

- 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.

### **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.