

Technical Consultant

Job Description

Overview

The Consultant will ensure successful implementation of the chosen technology, and smooth delivery of related consultancy services to Phoenix clients. The role is multi-faceted, and will include installation and configuration of software, SQL scripting and integration with firms existing systems. The Consultant will provide on-site and remote assistance to clients with delivery of projects installing, testing and deploying the chosen solution and design.

Primary Responsibilities

- Ensure successful implementation of the chosen technology, and smooth delivery of related consultancy services to Phoenix clients.
- Assist clients or partners in implementing multiple technical solutions
- Installation and configuration of software, integrating with firms existing systems.
- Work closely with the client and their internal support teams to ensure the seamless handover of applications and services into the production environment
- Ensure the highest levels of client satisfaction and success

Duties & Accountabilities

- Report and take direction from the Team Leader.
- Ensure each implementation and all documentation is delivered to the highest quality.
- Ensure all time is recorded accurately and in a timely fashion
- Regular report on the progress of all technical and project related tasks.
- Ensure accumulated technical knowledge is effectively shared with other members of the Consultancy and Support departments.
- Travel to service clients in the UK and internationally.

Technical Requirements

A good understanding of the latest versions and releases of the following technologies and applications is a requirement for this role: -

- Microsoft SQL Server
- Microsoft Windows
- Microsoft Exchange
- Microsoft Office
- Load balancing technologies and network fundamentals
- Citrix
- Group Policy
- SYSPREP
- PDF Docs
- Laserforms
- Big Hand

Experience in the following would be desirable but not essential: -

- SCCM / AppSense
- Monitoring Solutions, for example SolarWinds
- VB Scripting
- T-SQL & MS SQL Management Studio
- Exchange PowerShell
- Windows PowerShell

Non-Technical Requirements

- Excellent verbal and written communication skills with the ability to write concise, accurate and readable technical documentation and reports.
- A professional service background would be preferred and ideally some experience of working in an IT consultancy.

Personal Attributes

- Motivated, self-starter with the ability to work alone or as part of a team without constant supervision.
- A flexible and adaptable team player
- Good problem management skills – with the ability to see a problem through to a solution.
- Capacity to learn, to assimilate information quickly and to acquire new skills.
- Ability to analyse technical challenges and approach solutions in a systematic fashion.
- Dynamic and analytical approach to their work, the ability to manage and prioritise tasks, with a meticulous attention to detail.

Additional Responsibilities

- Complete work outside of normal business hours and on weekends to accomplish client requirements that cannot be performed during normal business hours.
- Be prepared to travel, including internationally

Submit your CV and cover letter to CV@Phoenixbs.com

Alternatively contact HR on +44 (0) 20 7680 4450