

Implementation Consultant

UK Client Delivery

Main Purpose

The role of an Implementation Consultant within the UK Client Delivery (UKCD) team is to provide our clients with technical implementation services in line with the requirements of each project. This will involve providing implementation services at client sites across the UK or remotely using remote access technology. The Implementation Consultant will become a technical expert in BigHand software and associated technologies, leading technically complex projects and engaging in technical investigations and troubleshooting.

The Implementation Consultant will also be required to train customer IT staff to ensure that are able to affectively install and support various BigHand products, as well as give administrator user training, when required. Proven troubleshooting abilities, a keen desire to develop existing technical knowledge as well as good communication skills are a must.

Background Information

BigHand is a leading software technology company with a big difference. It's not just what we do, but how we do it. We specialise in speech, task delegation, document creation and process improvement solutions that help our customers achieve more in less time.

Key Responsibilities / Accountabilities

- Deliver implementation services across varied enterprise architectures that include Servers/ Clients, Messaging, Network, Security, Databases and Web solutions
 - Install and configure the entire BigHand product range, for customers across various industries.
 - Provide technical subject matter expertise and deliver implementation services for all BigHand products and associated enterprise technologies.
 - Compile accurate and detailed delivery reports, contribute to process improvements and help to establish best practices.
 - Provide technical training to customers technical resources
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- Deliver training services when required
- Deliver floor-walking services
- As required, assist the rest of the client services team with handling technical support calls and emails as well assisting other colleagues in the wider team when needed

Competencies Required

The implementation Consultant role requires an individual with excellent technical and customer facing skills. He/she will have at least 2 years' experience working within a previous technical implementation role with a proven record of successful solution delivery.

- Is capable of troubleshooting and problem-solving, with the ability to generate ideas and solutions
- Has experience implementing multi-tier enterprise applications, following installation processes with a strong attention to detail and an analytical approach
- Has experience with Microsoft SQL Server and TSQL.
- Has strong communication skills and is confident in presenting technical information
- Has excellent organisational and time management skills
- Has a positive attitude to dealing with people, with strong listening and questioning skills
- Has good report-writing skills with an acute attention to detail
- Can work autonomously with a well organised systematic approach
- Is a good team player and well presented
- Is enthusiastic and energetic with a can-do attitude

Person Specification

Has a strong knowledge of Microsoft server and desktop operating systems, networks and communication protocols, Experience working with IIS, .Net technologies, Active Directory, Citrix, Terminal Server, Virtualisation and MS SQL Server is essential.

- Microsoft MCSA qualifications, or equivalent, desirable.
- Experience with Microsoft SQL Server / Transact-SQL desirable

Environment

- Hours are 9:00am to 5:30pm, Monday to Friday with the role predominantly based in the company's offices (27 Union St, London, SE1)
- Travel will be required to and from customer sites and this can extend outside of these hours with overnight trips away being required
- Use of a telephone and computer
- Travel by train, plane or car.
- Comfortable with long distance travel and overnight stays
- Sitting for extended periods of time.

Reporting To

- Reporting to UKCD Implementation Lead
- Working with other members of the UK Client Delivery team

Occupational Health & Safety

Employees are responsible and accountable for:

- Compliance with workplace policies and procedures for risk identification, risk assessment and risk control
- Active participation in activities associated with the management of workplace health and safety
- Identification and reporting of health and safety risks, accidents, incidents, injuries and property damage at the workplace.

The above job description is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances.