

Consultant Job Description

Eurodata is a highly successful IT solutions provider, based in London. We are classed as a systems integrator and a major services provider. Eurodata has had a 20 year history of award winning solutions and services. Our main focus is in the design, implementation and support of every aspect of an IT infrastructure. Our customers are spread out across the UK in various vertical markets. They range from 50 users to 5000 users. We have built one of the most successful consultancies in the UK. Our specialities are Microsoft (various products), storage/ archiving, virtualisation, systems management and finally networking and security.

We offer a variety of services including break fix maintenance and managed services that include, service desks and a remote management centre open 24x7. For more information please see our [website](#).

Role Summary

The Consultant is responsible for the full life-cycle of customer projects from design, implementation, documentation and handover/sign off. Eurodata is currently recruiting a Consultant to join the Lync team so must be able to demonstrate excellent documentation and design skills as well as an in depth knowledge of the product.

The experience needed to fill this position needs to be a minimum of 5 years as a consultant or technical specialist.

This role is a very technical role skilled principally in the areas of Lync with potential in AD and Exchange. This Consultant will join Eurodata's existing Consultancy Team.

This role reports directly into the Professional Services Manager and supports the group by:

- Providing technical input on Microsoft Lync opportunities
- Providing consultancy and support for Microsoft and Lync project work
- Designing and implementing Lync/OCS and other Microsoft opportunities
- Delivery of other chargeable consultancy and projects
- Supporting Professional Services colleagues as and when required

Role Tasks

- To own and satisfy technical project work related to the aforementioned technologies.
- To host technical design and implementation planning workshop sessions with client personnel.
- To develop technical documentation of an outstanding quality, e.g. technical designs, implementation / migration plans, proposals.
- To deliver project implementation work in the relevant technical field

KEY IMPACT AREAS

Billable Utilisation

- This role is a billable role
- Expected chargeable utilisation should average over 60% of available time
- Other time will be used for administration, technical refresh, pre-sales, training and r&d

Technical Escalations

- Will support other Eurodata colleagues with the management and resolution of technical escalations within their area
- To offer advice and guidance to members of the Eurodata Technical Management Centre (TMC) managed service team

People

- Effective team member of the Consultancy Practice
- Ensures effective communication, information sharing and support within their practice area

Applicant Skills and Experience

The skills needed for this position must cover a good general knowledge in most areas of an IT environment. The skills will include but not be limited to:

Skill/Knowledge Requirements (Academic, Technical, Professional)

- Ideally of Graduate calibre with relevant technical qualifications
- 3 years + of technical consultancy experience
- Appropriate technical accreditations for their area of expertise (MCITP etc)
- Proven record of solution documentation
- Successful and demonstrable track record of technical consultancy
- Successful track record of pre-sales support within consultancy area
- Innovative and positive attitude.
- Ability to get things done and show ownership.

Technical Skills

- Microsoft Lync
- Ideally Microsoft Exchange and AD awareness
- Virtualisation and Storage awareness

Applicant Personality Traits

- Critical: must be a team player
- Very strong technical skills
- Excellent interpersonal and client-facing skills
- Outstanding technical authoring skills
- Personal gravitas/credibility
- Ability to cope with pressure
- Ability to take ownership of complex projects and tasks
- Ability to multi-task
- Ability to ensure detailed completeness of all tasks
- A “can do” attitude
- Flexible and the willingness to work outside business hours

This is a very good opportunity for some looking to progress their career in to professional consultancy.

Salary will be subject to experience and depth of skills. £40-50K depending on experience.