JOB DESCRIPTION

Technical Solutions Consultant

Working as a part of the Operations department, our Solutions Consultants have an important role, helping to support our customers and achieve business objectives by undertaking specific projects and resolving escalated issues.

eventura.com

0333 240 9945

recruit@eventura.com

PRINCIPLE RESPONSIBILITIES

- Contributing to detailed project plans, including scope, objectives, timelines, resources, and deliverables to ensure that projects run within allocated budgets and agreed deadlines.
- Ensuring that all appropriate project and business processes' are followed, including the completion of project documentation and records.
- Providing expert technical guidance and solutions to clients, understanding their business needs and translating them into actionable project requirements.
- Working closely with internal teams, including project managers, developers, and engineers, to ensure seamless execution of solutions.
- Providing escalation support to the Service Desk for the most technically complex issues, arranging external escalation or support when issues cannot be resolved in house.
- Consistently providing exceptional levels of customer service with every interaction in line with our core values.
- Prioritising and managing several projects, customer incidents and requests simultaneously.
- Demonstrating professionalism and accountability in delivery of projects, tasks and business KPI's.
- Staying up to date with the latest technology trends and advancements to continually improve our solution offerings.

ADDITIONAL RESPONSIBILITIES

- Travelling to customer sites, often staying away from home for brief periods.
- Identifying and communicating potential sales opportunities (upsell, cross sell, new customers, new solutions etc.)
- Ensuring that all Health and Safety, Compliance and Security procedures are carried out effectively, including any relevant risk assessments are undertaken and safe systems of work are adhered to.
- Demonstrating quality in the communication and provision of consultancy services to Eventura customers, in line with the service portfolio.
- Providing support to other business functions helping them to gain technical knowledge and develop their capabilities. This may be in the form of mentoring, 1-2-1 training, Sales support, documentation or skills transfer..
- In-depth understanding of Eventura, its customers, appropriate best practices, service offering processes and procedures.
- Continually participate in training relating to Eventura's product and service offerings.
- Delivery and peer review of project, task and knowledge documentation.
- Contributing to additional activities as, when and in the manner required.

PERSON SPECIFICATION

Qualifications (essential)

- GCSE (or equivalent) English and Maths, C or above
- ITIL Foundation
- Microsoft 365 Administrator
- Microsoft Office Specialist
- BCS Specialist Architecture Award
- BCS Practitioner Certificate in Data Protection
- Fortinet Certified Solutions Specialist (FCSS)
- Azure Solutions Architect Expert

Experience

- Proven track record in a technical consulting role, in a Managed IT Services Environment
- Demonstrated ability to manage multiple projects and deliver high quality results under tight deadlines

Skills

- Learn quickly and adapt to complex concepts
- Self-motivated and organised.
- Excellent problem solving and analytical skills
- Strong communication skills, with the ability to explain complex technical concepts to non-technical stakeholders.
- Work both independently and as a team
- Ability to detect inconsistencies and analyse data
- Learn quickly and adapt to complex concepts
- Ability to prioritise and balance multiple tasks
- Working on a number of large projects at one time
- Ability to help develop other team members

Knowledge

- Hardware, Software and Solution design, secure, build, implement and maintain
- Relevant vendor & partner certification and capability

Other

- Clear telephone voice and good hearing (with relevant corrective aids)
- Flexible approach to work
- DBS Check (provided)
- Willingness to travel between various sites
- Perform light lifting (25lbs) to carry equipment
- Full UK driving license (essential)

20 YEARS 2003 - 2023 CELEBRATING

ABOUT EVENTURA

LIFE AT EVENTURA

Eventura is an award winning Business Systems and Managed IT services provider, with offices throughout the UK and Europe. Since founding in 2003, we have helped hundreds of businesses achieve their ambitions by providing them with solutions for success.

Our complete offering of Business Systems and Managed IT services means that we can take every project from concept, through to completion and ongoing support, with a single number for customers to call.

From the beginning, Eventura has been built on strong family values that ensure we form great business partnerships with clients and suppliers, employ exceptional people and are a genuinely good company to work for.

OUR BENEFITS

As an employee of Eventura, you are entitled to a number of benefits, additional to your annual salary. These usually come into force following a successful completion of the probation period.

Some of the benefits of working for us include:

- 25 days holiday per annum, plus bank holidays
- Private healthcare scheme
- Access to pool cars
- Regular social events
- Annual Christmas party paid for by the company
- Company bonus scheme
- Options for continual learning and development

We hope that this information has provided you with a good insight to the role and being part of the Eventura team.

OUR VALUES

INTEGRITY
Working openly and honestly with colleagues, customers, suppliers and other stakeholders

QUALITY
Constantly aiming to provide the highest quality in everything we do

CUSTOMER FOCUS
Actively aligning highest-quality service with customers' needs and objectives

UNITY
Working with colleagues, customers and suppliers to form a seamless team

COMMITMENT
Taking individual and collective responsibility to ensure we meet objectives and deadlines

CONTINUOUS IMPROVEMENT
Improving individuals, the team and business process to maximise customer experience

EnjoyBenefits™ Making your employees' lives more affordable · INVESTORS IN PEOPLE · bob · Gold Microsoft Partner · Microsoft · sage Partner · ORACLE NETSUITE Solution Provider

Thank you for considering a role with us. We wish you the best of luck with your application and hope to meet you soon!

eventura®