



Overview:

The Sr. IT Consultant (Professional Services Consultant) role in the Works Customer Engagement Model (WCEM) requires deep technical and consulting skills. IT Consultants are paid consultants performing work for our customers as part of a paid engagement, usually under a SOW (Statement Of Work). The consultant is expected to have specific deep skill sets but is also expected to be a utility player that has some knowledge in all major categories of IT.

Senior IT Consultants are also expected to interface seamlessly with the EAM's (Enterprise Account Managers), SA's (Solutions Architects), and all of WF (Works Force is the professional consulting arm of WCI). This position will report to the Director of Services.

The IT Consultant should always be looking for the opportunity for WCI to provide additional value to the customer and prevent situations that lead to a decrease in customer satisfaction. They are expected to maintain high levels of certification and attend technical vendor events several times a year. Final candidates are subject to pre-employment screening and background check.

Technical Skills:

The IT Consultants are expected to have a deep background in at least TWO major segments of Works Computing's core competencies (Virtualization, Business Continuity, Database Informatics, Unified Communications/Converged Infrastructure, Networking) and have a very broad understanding of modern IT technology and trends. They should be able to connect, with ease, the technology they are representing to the customer's application and also connect the customer's application to the main business drivers. They should be able to clearly and competently address competitive advantages and differentiators of what WCI sells, without disparaging the competition directly.

Business and Sales Skills:

The IT Consultant is expected to act and dress professionally, fit into the customer environment, have well developed presentation skills, and have good written and verbal skills. They are expected to form relationships with the technical drivers in our key accounts and participate in detailed account planning sessions with the full Works team to set the overall account strategies. While interfacing with Works partners (manufactures, distributors and third parties) they are expected to represent the company professionally and be able to accurately articulate the company focus and direction. The IT Consultant is required to establish a level of productivity based on billable customer engagements.

This role will occasionally require the consultant to conduct live hardware and software demonstrations in our Customer Care Center. The consultant may also be asked to provide the EAM's with quoting assistance as well as occasionally assisting our SAs with presentation content review for WCI events.

The IT Consultant should always be looking for the opportunity for Works to provide additional value to the customer. This would typically involve identifying opportunities to engage our full value proposition (Pre-Sales, Hardware, Consulting/Services and Maintenance).

Working with Management:

We see the IT Consultant as one of the company's greatest strengths. This person is a technical trusted advisor that is close to the customer and aware of all the various facets of Works Computing. We look to the IT Consultant to take a leadership role in customer satisfaction.

Highly Certified:

Our IT Consultants should understand the importance of staying up to date on the most significantly valuable industry certifications. They should have a full understanding of who, where, and how to get technical support on the products they specialize in.

- I. Sr. IT Consultant
 - a. Experience and Skills
 - i. More than 5 years of IT experience
 - ii. Holds at least one major senior or master level certification
 1. HP Master ASE (ProLiant Servers, StorageWorks, ProCurve)
 2. Microsoft OS Certification (MCITP, MCSE)
 3. Red Hat Certified Engineer
 4. Brocade Certified Fabric Designer
 5. Cisco Certified Network /Design Professional
 6. Cisco Certified Internetwork Engineer (CCIE)
 7. Senior Level Linux Professional (LPIC-3)
 8. HP UX CSE / HP OpenVMS CSE
 9. VMware VCP
 - iii. Deep knowledge and experiences on a single Works Force skill set
 1. HP Storage
 2. HP Servers
 3. Unified Communications
 4. Virtualization
 5. Networking
 6. Database
 7. Open Source
 - b. Responsibilities
 - i. Demo Lab Hardware Support
 - ii. Production Hardware Support
 - iii. Internal Desktop Support (hardware, OS and applications)
 - iv. Customer Hardware Installation and Integration
 - v. Customer Staff Augmentation
 - vi. Managed Service Monitoring
 - vii. Review Statement of Works (SOWs)
 - viii. Review Infrastructure Design Configurations
 - ix. Project Technical Lead
 - x. Mentors Associate IT Consultant

If you are interested in this position, please submit your resume to: Mitch Prust – Director of Services, mitch.prust@worksc computing.com.