

Certero Technical Consultant

Why Join Us?

Certero are a successful technology business, operating within markets at the forefront of transformational change. We embody a culture of innovation, both in what we do and how we do it.

Certero is well established and succeeds within our markets at a truly global level, and we believe our people are critical to this success. We value experience and expertise as well as the elasticity, conviction and creativity that enables new concepts and ideas to thrive, become collectively real and drive us ever-forward.

Certero's growth provides a great opportunity to develop your career and diversify roles to suit your strengths, interests and ambitions.

The Role

As a Technical Consultant at Certero you will be required to act as the lead technical resource on implementation projects of our wide range products for current and future customers.

To fulfil the role, we expect you to have a broad and extensive technology background and a proven history of delivering projects to a wide range of customers in a fast-paced environment where you will be dealing with multiple objectives.

This position provides a comprehensive learning and development programme to develop the role holder to become a subject matter expert of Certero's products and strategy.

Once you have become familiar with our products, you will also support pre-sales activities such as product proof of concepts and support our Sales function to help craft customer solutions based on our products and services.

This is an exciting opportunity for an experienced Technical Consultant keen to learn new skills and expand your technical expertise into customers across many sectors. Make a mark and be part of an ambitious and growing team delivering innovative products and services.

Responsibilities

- Managing end to end implementations of Certero's wide ranges of products from the solution design phase, implementation and customer hand over
- Engaging with customers on a daily basis and helping them understand what is required for successful deployment of Certero products
- Day-to-day running of multiple assignments, both remotely and on-site
- Ensure delivery of project scope within agreed timescales and budgets
- Identify any risks or issues and ensure they are reported in a timely manner so they can be managed to a resolution
- Deliver user support, education and training
- Become a subject matter expert for all Certero products and contribute to the creation of best practices, documentation, knowledgebase content, testing, R&D and process improvements.
- Strive to do the "right thing", not just the "easy thing", and have a flexible, "can-do" approach to work
- A passion for delivering customer excellence and a willingness to go the extra mile
- Must be able to work proactively and take ownership & responsibility
- Must be prepared to work outside the normal working hours on occasions to complete some specific projects

Key Skills and Experience

Essential

- Minimum 5 years' experience in a Technical Support or Technical engineer role.

- Exceptional communication skills, written & oral.
- Strong presentation, communication, organisation, multitasking and time management skills
- Excellent prioritisation skills
- Excellent understanding of complex IT Infrastructures
- Strong knowledge of at least one Server architecture (Windows, Linux, Oracle, IBM etc)
- Knowledge of Microsoft SQL including administration, installation and troubleshooting
- Knowledge of Microsoft Active Directory management including Group Policy
- Strong knowledge of at least one Virtualisation technology (VMware, HyperV etc)
- Basic understanding of networking devices and principles
- Experience of 'owning' solution deployments throughout their lifecycle
- The ability to work to deadlines with a high level of attention to detail.
- Self-motivated and passionate in overcoming obstacles to drive resolution.
- A strong customer centric approach
- Previous experience working directly with customers
- Proven experience in building strong and professional relationships with key client's staff, partners and internal colleagues
- Ability to create technical documentation such as solutions designs and network diagrams
- Solid problem solving and consultative skills

Desirable

- SQL experience including complex queries & SQL scripting
- Experience supporting infrastructure on Amazon AWS or Microsoft Azure
- Good understanding of IT Security principles
- To assist or complete any other additional adhoc duties which may be required in support of Certero.
- Scripting experience in PowerShell or Bash, or python.
- Previous experience working for a software developer
- Previous experience of software delivery and/or delivering project services to multi-client environments
- Previous experience deploying or supporting ITAM or SAM Solutions
- Appreciation of Apple Mac, Linux and Unix operating systems

The benefits of working for Certero

We're committed to creating a workplace where everyone is respected, our differences valued and people can be themselves without exception.

As part of our mutual investment in our employees, we also enjoy some great benefits as standard:

- Competitive annual leave with an optional additional holiday-buy scheme.
- Bupa private medical care, with options to include family.
- Babylon which provides access to a remote GP 24/7.
- Total-earnings Pension Scheme.
- Company Perk and Discount Portal.
- Free on-site facilities, parking, electric vehicle charging and refreshments.
- Branded company polo shirts.
- Regular social events.