Certero Product Consultant

Why Join Certero?

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 enable 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 Product Consultant at Certero you will be required to act as the lead technical resource on various technical projects and various scheduled technical activities. These projects and activities are primarily associated to Certero's wide range of products, on-premises, SaaS and Cloud infrastructures. Typical projects/activities include Implementation and Configuration, Proof of Concepts, Health checks, Upgrades, Support, Training, Demonstrations, Pre-Sales Consultancy.

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, processes, and strategy.

For those wanting to innovate and contribute to Product Development, this would be encouraged for current products (those aligned to ITAM/SAM, ITOM), as well as the newer products that are aligned to SaaS and Cloud, resulting in being a product champion.

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 initial profile assessment to solution design, implementation, training, customer handover and support.
- Consulting with customers to help 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.
- Become a subject matter expert on Certero products and contribute to the creation of best practices, documentation, knowledgebase content, testing, R&D and process improvements.

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, Hyper-V 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.
- 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.
- A strong customer centric approach.
- 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

- Experience of Cloud (AWS, AZURE, GCP, ORACLE).
- SQL experience including complex queries & SQL scripting.
- Good understanding of IT Security principles.
- 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.
- International Travel helping Certero Customers and Colleagues in EMEA, North America and APAC.

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.

You will be working in our impressive, newly refurbished Certero Campus. At a shade under 20,000 square feet and set in 2 acres of land, our UK Headquarters boast extensive free car parking facilities, electric vehicle charging, a gym, a recreation / relaxation space and access to state-of-the-art technology.

We believe in the importance of investing in our employees, and therefore offer some great benefits as standard:
- Competitive annual leave with an optional additional holiday-buy scheme.
- Bupa private medical care, with options to add dependants.
- Bupa Blua app that provides access to a remote GP 24/7.
- Employee Assistance Programme
- Total-earnings Pension Scheme.
- Onsite Gym
- Company Perk and Discount Portal.
- Complimentary refreshments.
- Free on-site parking and electric vehicle charging
- Regular social events.