

Technical Consultant

Department: Support Services
Reports to EVP – US Account Management /& BPO Services
Location: Located within US
Hours: 40/week Monday – Friday *(Limited emergency services)

Summary

The role is working in the Support Services department providing technical support and consultancy to customers, partners and colleagues who are implementing the Proactis suite of products. Location is in our Virginia, Houston or Phoenix Office.

Primary responsibilities and accountabilities

Be a member of a team which is responsible for

- Providing technical solutions to customers and partners
- Installation, and upgrading Proactis products
- Design, implementation and testing of integration to 3rd party systems. (Typically accounting packages)
- Delivering bespoke extensions to our software package to meet customers' requirements
- Providing 3rd line technical support both externally to customers and internally to employees within the group
- Producing technical documentation for both internal and external use.
- Be able to follow documented processes (ISO 9001, 27001)
- Able to work individually or as part of a larger project team depending on the type and scope of project.

Person Specification:

- You should have good technical skills but also have an appreciation of how technical solutions are used to address business requirements.
- You should be able to communicate effectively at all levels and with both technical and non-technical people, both internally as well as with client representatives.
- You must have good problem-solving skills and be able to demonstrate excellent lateral-thinking and analytical skills.
You will need to be energetic and self-motivated - thriving in a hands-on environment and require minimum management supervision.
- Team player who integrates and communicates positively with others, but capable of working individually when required.
- You should be able to identify where support is required and proactively provide it or ask for it.
- You should be committed to providing outstanding customer service (internally & externally).
- You need to be flexible and adaptable - excited by new ideas and/or technology and, willing to pick up new skills and work with new initiatives no matter how unfamiliar
- We seek people who are ambitious, seek to improve their performance, are interested in training and generally in personal development

- Organizational skills, time management skills and ability to work independently are a must.
- You should have good interpersonal skills.
- Excellent verbal and written communications skills.
- Highly organised and able to work well in a fast-paced environment, sometimes with competing priorities and tight deadlines.
- An appreciation of the importance of customer retention and return on Investment

Naturally the role involves an amount of time in a customer facing capacity, either through remote support or as part of on-site visits.

Technical Requirements:

Essential

- Previous experience in a Technical role
- Experience working in a customer facing/client support role (ideally a B2B environment)
- Ability to learn and work with bespoke systems
- Able to work well under pressure
- Have strong knowledge of:
 - Developing applications using Microsoft C#
 - Developing database solutions using Microsoft SQL Server
 - Microsoft Windows Server Operating systems
 - Web services (REST & SOAP), XML, XSLT data transformations JSON

Desirable

- Web application development using Traditional ASP, ASP.NET or JavaScript)
- Development of Web API's using RESTful web services
- Visual Basic 6
- VB Scripting
- Microsoft Team Foundation Server
- Knowledge of integrating to Enterprise Back Office applications
- Knowledge and experience of configuring and supporting computer network elements such as TCP/IP, DNS and Windows Active Directory.
- Knowledge and experience of computer security subjects such as the use of digital certificates, TLS issues for web browsers, and SFTP for file transfer.

Beneficial

- Experience working with and/or integrating with Financial/ERP Systems
- Any experience working with the Proactis suite of software
- Any experience of financial and accounting or procurement processes.



Location and working hours

- The role will be based out of our US office location in Virginia, Texas or Arizona.
- You should be willing to travel to customer sites in the US and Canada.
- Standard working hours are 9 to 5.30, but very occasional out-of-hours and weekend work will be required.
- A US driving licence and passport would be preferable.
- For this position travel will be required to attend meetings at client sites or other Proactis locations, but this will be in the minority for this role. This may be up to 20% of time onsite

To apply for this position, please forward a CV and covering letter to HR-US@proactis.com.