

Revera Position Description

Position title	Solution Consultant	Team	Professional Services
Location	Wellington	Reports to	Solution Consultant Team Lead
Direct reports	Nil	Date	October 2017

Purpose of Position

As a Solution Consultant you will provide solution scoping, design, and pricing expertise to our clients in support of their technical and business requirements and typically communicate these through proposals, presentations, statements of work, and workshops.

The Solution Consultant is a client facing technical position responsible for growing revenue across the Revera portfolio with a specific focus on IaaS and PaaS cloud and managed services encompassing:

- > Supporting the sales and client services teams through the entire pre-sales and transition process with responsibility for requirement gathering, solution design and pricing, and handover to and co-ordination of the delivery teams to ensure optimal outcomes for the client and Revera.
- > Supporting clients in cloud adoption consulting and IT projects with responsibility for providing strategy, architecture and on-boarding expertise with handover to and co-ordination of the delivery teams to ensure optimal outcomes for the client and Revera.

Key Accountabilities

Service Delivery

- > Provide analysis of business and user requirements to support the development of reliable, scalable, and user friendly solutions.
- > Create documentation needed to successfully represent the scope of a project, consulting engagement or sales opportunity; including roadmaps, solution architecture and high level design documents, solution requirement, functional specification, and technical specification documents, and cost models and high level project plans in the form of statements of works and proposals.
- > Maintain a current and in-depth understanding of the company product portfolio and contribute information back to the Portfolio, Marketing and Technical teams to assist with the improvement of products
- > Provide product evangelism and the necessary expertise to drive product uptake and promote portfolio products as part of a complete client solution. This involves product presentations, training and demos, sales engagement and proposal assistance.
- > Prepare for and participate in client meetings to present technical solutions and translate technical concepts into appropriate business terms
- > Estimating project budgets and schedules based on scope, risk and quality.

- > Work closely with the Technical Operation and Core Operation Teams to leverage technical resources to determine the best technical solution to satisfy client business requirements.
- > Architect, size, estimate, and communicate the necessary information to the Project Office and delivery teams to make sure that the development and implementation is successfully completed to the solution specification agreed with the client.
- > Continuously measure, analyse and determine the acceptable level of risk by project type and/or technology. Ensure that a full mitigation plan is accounted for when creating proposals for such solutions/technologies
- > Follow Professional Services processes at all times.
- > Work closely with the National Manager – Professional Services to understand the departmental and company-wide goals and to provide strategic information in order to support achieving those goals.
- > Make recommendations on new technologies and training that will have a positive impact on sales
- > Analyse and recommend systems and/or process improvements to enhance best practices and streamline communications between departments.
- > Find and generate new PS (consulting, architecture/design, fulfilment) and/or services opportunities to meet company targets and goals
- > Use and contribute to the effective use of the key sales support tools eg, CRM.
- > Ensure that the deal analysis is completed for each and every proposal using the relevant pricing tools and in accordance with the relevant policies and rules.
- > Represent Revera professionally within each client providing value added guidance where possible to enhance relationship and revenue opportunities within client.
- > Regular liaison with relevant external suppliers to ensure currency of product and services knowledge and relevant certifications.

Customer Service

- > Ensure customer service focus outcomes to exceed client expectations through positive engagement.
- > To promote good relations between the service desk, internal teams, vendors and our clients.
- > Demonstrate effective communication skills and the ability to interact professionally with a diverse group of clients and staff.
- > Ensure reporting issues are analysed triaged to a high standard, or ensures the appropriate specialist teams are engaged to meet SLA's and KPI's.
- > Maintains close liaison with the customers and other ICT teams to ensure the customers' expectations are set and will meet any agreed Service Level Agreements
- > Must understand the business importance of Service Desk to both internal and external clients.
- > Have excellent time management skills.
- > Have outstanding oral and written communication skills.
- > Be able to work calmly under pressure and meet deadlines.
- > Have a 100% positive attitude, be a fast learner, takes initiative and a focus on Top Quality.

Relationship Management

- > Develops and maintains effective working relationships with all individuals and groups impacting on the position, both internally and externally
- > Communicates effectively with a wide range of people, maintaining constructive relationships with those with different viewpoints and expectations
- > Negotiates mutually acceptable solutions and resolves conflict constructively

- > Conveys information in a way that provides a clear sense of direction to others. Writes and presents clear, concise, thoroughly researched communications appropriate to the audience

Teamwork

- > Cooperate and work with other members of the team in order to achieve team goals
- > Supports and explains decisions made by the Senior Leadership team in all relevant forums and discussions

General Management

- > Contribute to Revera objectives
- > Act as a source of expert information and advice in the area of Professional Services for Revera
- > Foster a safe environment by integrating safety and health into all aspects of work practices

Requirements of the Role

Qualifications

- ✓ Industry based technical accreditation with at least 2 major vendors
- ✓ Degree in Business or Computer Science or similar is a plus

Experience

- ✓ At least 5 years' industry experience providing consulting, pre-sales, solution architecture and/or technical implementation
- ✓ Experience with documenting RFP responses, formal solution proposals and SoWs including costing
- ✓ Experience with infrastructure and cloud services and architectures (private, hybrid, public)
- ✓ Experience with IT outsourcing and managed services
- ✓ Experience as a technical lead

Skills

- ✓ Excellent ability to document and analyse requirements and create workable solution architecture and design documents including cost modelling
- ✓ Excellent understanding of cloud architectures and use cases with broad provider knowledge including Azure, Office 365 and AWS
- ✓ Excellent understanding of infrastructure and network technology (incl. virtualisation, server, network, storage, data) with broad vendor knowledge
- ✓ Excellent understanding of end user and server operating environments (AD, Microsoft Server Applications, Microsoft and Linux server and desktop OS delivery)
- ✓ Strong understanding of software delivery, APIs, cloud application architectures, and web technology
- ✓ Strong understanding of the responsibilities and challenges of technology within typical businesses and IT departments for various sized businesses
- ✓ Strong understanding of Service Management practices and typical IT processes e.g. ITIL
- ✓ Outstanding analytical & problem solving skills with the ability to co-ordinate

responses

- ✓ Have outstanding written and oral communication and presentation skills with the ability to write and present concise RFP responses, solution proposals, and statements of work
- ✓ Good commercial acumen with experience in cost modelling, pricing and terms of service

Revera Expectations

- > Act in Accordance with Revera FLIERS and Cultural values
- > Demonstrate shared leadership
- > Comply with Revera's policies and procedures at all times
- > Be able to work calmly under pressure and meet deadlines