

ROLE TITLE: IT Consultant	REPORTS TO: Technical Manager
FUNCTION: Client Facing IT Consultant	DEPARTMENT: Service Delivery

Role Purpose

Working in partnership with clients, advising them how to use information technology in order to meet their business objectives or overcome problems. Developing roadmaps to improve the structure and efficiency of IT systems in various organisations. Effectively becoming the IT Manager for clients with IT support contracts.

Essence of Role – Key Accountabilities

- Work closely and build strong relationships with the client and our support teams
- Ensure you and the sales team are on the same page and deliver a unified approach
- Create a positive rapport with prospects and existing clients
- Promote and represent Pinnacle in a professional manner at all times
- Take time to understand the client’s current environment and key objectives, including budget
- Develop an IT roadmap strategy that meets or exceeds the client’s requirements
- Work to increase client adoption of approved Pinnacle products
- When it is necessary to introduce non-Pinnacle approved products, consider installation and support and seek authorisation
- Always under promise and over deliver
- Focus on delivering exceptional customer service
- Be fair and ethical
- Communicate effectively and in a timely fashion with clients and colleagues
- Become a key member of the service delivery team
- Be commercially aware and adhere to commercial governance in all activities
- Seek and use customer feedback to improve the level of service offered
- Escalate and resolve service affecting issues that arise promptly
- Ensure due diligence is undertaken and that solutions are researched, tested and proven, prior to implementation
- Ensure that provisioning and administration is well controlled and delivered within agreed timescales
- Work closely with the Projects team
- Provide accurate and regular updates to all stakeholders throughout
- Embrace new technologies and maintain a first class technical knowledge through self-learning and industry training and certifications
- Monitor the threat, offers and experience delivered by our competitors (SWOT)

Role Dimensions

Financial (limits/mandates etc.)	Non-financial (customers/staff etc.)
<ul style="list-style-type: none"> • Deliver against agreed budgets • Maximise margin by benefitting from vendor promotions • Deliver increased customer revenue and commitment via encouraging support contracts 	<ul style="list-style-type: none"> • Customer satisfaction • Management of customer relationships • Ambassador of Pinnacle

Typical Outputs
<ul style="list-style-type: none"> • Deliver first class service • Create and maintain clear documentation • Deliver solutions on time and exceed customer expectations • Achievement of agreed KPI's as set by the Company • Provide regular updates to all stakeholders including the management team • End to end customer experience

Person Specification	
Competency / Performance Driver	Technical / Professional Expertise
<ul style="list-style-type: none"> • Communicating for Impact – Communicates with enthusiasm and clarity, Inspires and influences stakeholders • Managing a changing Environment: Analytical, simplifies the complex and ambiguous, thinks laterally and creatively, displays sound judgements and solve problems • Delivering Results – Can do attitude, delivers, drive Pinnacle to succeed. Sets and prioritises challenging targets, decisive, makes decisions, focused, manages own time and resources, Is cost conscious without reducing profitability, manages risk • Putting Customers First – Understands the value of profitable customers, listens to and understands the customers' needs, delivers outstanding customer service • Making a Personal Difference – Positive and courageous, open, trustworthy and trusting, resilient, takes personal responsibility, curious, seeks opportunities to learn • Personal Development – Develops the capability and expertise of self and shows a drive and determination to progress within Pinnacle • Capable of working within a progressive organisation and able to build strong relationships and credibility with customers and both internally and externally • Outstanding verbal and written communication skills • A real team player 	<ul style="list-style-type: none"> • A minimum 3 years IT experience gained in both a Windows and Mac environment. Ideally a Microsoft Certified Professional, Microsoft Certified Specialist or equivalent level vendor accreditation • Proven record within IT Consultancy • Relevant experience in the following key areas, both from an ongoing maintenance as well as a new deployment perspective: <ul style="list-style-type: none"> • Windows desktop, versions XP through to 10 • Windows Server, versions 2003 R2 through to 2016 including the common services used such as DNS, DHCP, File Services, Group Policy etc. • Virtualisation technologies such as VMware and Hyper-V and the physical infrastructure required to support deployments of these technologies. • Solid networking knowledge covering routing, switching, security, Wi-Fi, and different WAN/Internet technologies. • Experience of working with cloud services such as Google Apps and Office 365, as well as migration from legacy IMAP services and on-premise or hosted Exchange. • Mac OS desktop software from 10.6 through 10.14, experience with the equivalent server OS would be a plus. • MDM providers such as Casper, MaaS360, InTune and an understanding of Apple VPP and DEP. • Preferred working knowledge of; ADOBE suites, Filemaker, Final Cut pro, PresStore, Kerio, CrashPlan, SonicWall, Aerohive, Meraki, Synology, Egnyte, SharePoint