Job title	Technology Project Consultant
Region	UK
Reports to	Technology Projects Senior Consultant
Direct Reports	None

The Role

Project Consultants form part of the Technology division whose mission is to support and enhance GBE Converge customers' infrastructures so that they can meet their business objectives.
A Project Consultant works in partnership with internal and external customers to successfully deliver Projects. They work closely with internal divisions to ensure that Projects are delivered according to expected scope, delivered within time constraints and budget, and successfully supported thereafter.
Consultants will assist the Sales division in providing strategic guidance to customers in respect of current and future technology and infrastructure requirements.

Duties and responsibilities

- Deliver technical projects according to project deliverables as outlined by Senior Consultant and Sales division
- Be responsible for post-project handover, progress project updates and service improvement reviews for supporting stakeholders.
- Update and maintain project documentation and knowledgebase to enable effective handovers to Service Desk or IT teams.
- Provide support in resolving change management issues.
- Liaise with the Sales team to enable new business and to review customer infrastructures highlighting areas for improvement
- Ensure time recording for project work is >95% accurate and complete
- Research and be aware of new and emerging technologies and how this can enhance customer infrastructures
- Any other duties specified by your line manager

No job description can be entirely comprehensive, and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual remit and capability, and consistent with the status and responsibilities of the role within the business.

Person Specification

Essential

- 3 years or more experience working in an IT support environment or for a Managed Service Provider.
- At least 1 formal IT qualification preferred, higher education or above and/or suitable IT qualification in a recognised area i.e., Cisco CCNA, MSCA, MSCE or equivalent.
- Exposure to Virtualisation technologies including VMware, Hyper V, ESX, VSAN environments.
- Experience working on IT infrastructure projects involving planning, installation, and documentation.
- Comfortable working within a team or on own initiative.
- Strong written and oral communication skills
- Ability to develop project Plans and associated communications documents.
- Full UK driving licence.
- Excellent working knowledge of Windows Server environments.
- Excellent working knowledge of Networking (HP, Cisco).
- Excellent working knowledge of one or more of the following:- Veeam backup, Firewalls (SonicWall, Sophos), Antivirus configuration experience.
- Good working knowledge of Office 365 Admin, MS O365 Suite.
- Good understanding of AD/AAD/DHCP/DNS/Group Policy.
- Willingness to learn new skills in an ever-changing environment.

Desirable
- ITIL, Prince2, APM certification or membership.

We are an equal opportunity employer and value diversity. All employment is decided based on qualifications, merit, and business need.

Group Compliance

As part of the company's compliance to The Health & Safety at Work Etc Act 1974, ISO9001 for Quality, ISO14001 for Environmental and ISO27001 for Information Technology, there are several key objectives that are issued each year upon management review that we expect all staff to work towards for the company to meet these objectives and include but are not limited to:
- Compliance to all legislative and British Standard requirements
- Compliance to associated accreditation bodies schemes from NSI, BAFE, LPCB, FIA and others as required.
- To maximise customer satisfaction with the services provided by GBE Converge
- Working to reduce, renew & recycle any waste on and off our sites including our offices

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- To protect the environment and ensure use of toxic materials is avoided where possible

- Staff will work to a best safe practice and ensure that their actions do not cause harm unto themselves or others
- Staff will not tamper with any issued PPE or plant machinery that it may cause harm unto themselves or others
- To ensure all minimum training requirements are met in compliance with the relevant ISO standards.
- To ensure that any Information Technology 'incidents' are effectively reported and resolved in a timely fashion (internally or externally)
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Working Conditions

The typical working environment will be office locations either at GBE Converge office or customer offices. However, there will be times when you will be expected to work at building sites, dock yards, retail shops, outdoor sites, and care facilities

Physical Requirements

The job requires that the consultant can lift and move typical IT equipment (PC's and Laptops) from floor to desk. Long periods of working in front of a VDU with regular breaks is common. You may be required to travel long journeys to complete project tasks.

Name of Reviewer	*Simon Walker*	*Job Title of Reviewer*	Technology Operations Manager
Date of review	*18/08/2021*	*Revision Issue of JD*	2