Professional Services Consultant

Hiring organization
Bright brains IT services

Date posted
May 23, 2022

Description

Job Description:

- Maintain sufficient technical capability and current best practice knowledge to be able to implement and operate all of Nexthink's products at an advanced level of competency during a project implementation.
- Install and configure Nexthink in line with the agreed solution design and prepare all relevant technical project deliverables.
- Implement all technical aspects of service delivery to the required standard of quality.
- Educate and empower Nexthink customers to take full advantage of the solution so that it is fully adopted.
- Understand customer requirements to be able to advise and implement a relevant Nexthink solution in line with industry best practices.
- Committed to customer satisfaction and service quality.
- Work collaboratively with different teams (IT, support, product management) and Nexthink partners.
- Seek to continuously improve relevant technical knowledge and skills.

Responsibilities

The Professional Services Consultant is an integral part of the services organization @BBITS and a customer-facing representative of the company. The consultant is responsible for ensuring that the company's products/Services are implemented within a customer's organization in such a way as to meet or exceed a customer's reasonable expectations of the solution's technical and business benefits.

The Professional Services Consultant's role requires a hard-working and enthusiastic person with strong technical and communication skills who can establish and maintain trusted technical advisor status. The ability to travel to and work from a customer's own office or site is essential as and when required.

Qualifications
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- BA/BS preferred in computer science, computer engineering
- 3+ years of experience in a software consulting role.
- Strong communication and presentation skills.
- Strong data analysis and reporting skills
- Self-motivated and able to drive tasks to completion
- Good troubleshooting skills and technical knowledge of IT operations and ITIL.
- Extensive technical knowledge on end user computing.
- Exposure to Digital Transformation projects, preferably End-User related.
- Excellent knowledge of Microsoft Windows clients and applications, MacOS is a plus.
- Desired experience with Cloud deployments (e.g. Architecture, Security

(SSO), API's).

- General awareness of the current industry standards and regulations (e.g. ISO27k, PCI-DSS, GDRP, NIST).
- Windows Powershell scripting creation and customization is strongly recommended.
- Ability to quickly learn new technologies in an unsupervised environment.
- Excellent communication, customer-facing and teamwork skills.
- Ability to collaborate to bring access to product and technical teams, to get the right solution delivered and drive feature innovation gathered from customer input.
- Enthusiasm for working in an international, collaborative and fast-paced environment and learning new technologies in challenging environments.

Fluent in Arabic and English, both spoken and written is critical for this role