

## Role Description & Person Specification

<b>Role Title</b>	(Senior) Solution Consultant
<b>FTE</b>	1.0
<b>Location</b>	Working from a combination of client sites, your home and our office base in Oxfordshire.
<b>Line Manager</b>	Operations Director
<b>Reports</b>	None
<b>Role Description</b>	<p>We are looking for an experienced technical and/or functional Solution Consultant to support our clients with the design, implementation and optimisation of their field service technology solutions.</p> <p>We're a small, ambitious team that believes in helping our clients with practical, flexible and high-quality consulting services that provide real benefit. This role requires a solid understanding of technology and the implementation of Commercial-Off-The-Shelf (COTS) solutions, but also a thorough appreciation of the business outcomes and benefits that drive our clients' projects.</p> <p>We're well known for our work in field service and with household-name clients, so ideally, you'll have experience with at least one of the enterprise-level field service and scheduling solutions (eg Oracle Field Service Cloud, ClickSoftware, IFS, ServiceMax etc).</p> <p>The role will include:</p> <ul style="list-style-type: none"> <li>• Understanding client requirements and providing advice on implementation approaches and potential issues</li> <li>• Assisting the client in designing a workable and appropriate solution for the business</li> <li>• Providing support (technical and business) to the client during the implementation</li> <li>• Configuring the solution to meet client requirements</li> <li>• Fine-tuning the application functionality to meet business objectives, potentially customising the out-of-the-box functionality</li> <li>• Assisting clients or third party integrators with the integration between the field service solution and incumbent IT systems</li> <li>• Delivering solution training to clients and colleagues</li> <li>• Supporting the client during the testing and go-live phases to ensure a successful deployment</li> <li>• Providing post-go-live support</li> <li>• Liasing with third-party vendors and technical colleagues to meet client objectives</li> </ul>

	<ul style="list-style-type: none"> <li>• Potentially, acting as project manager for our input to a wider project or programme of work</li> <li>• Contributing to the development of Leadent Digital, via material development, working on internal projects, proactive knowledge management etc</li> <li>• Other tasks and duties, as may be assigned by the line/project manager</li> </ul>
<b>Essential Attributes</b>	<p>Degree, or equivalent, preferably in an IT-related subject</p> <p>Experience of working directly with clients (internal or external) to implement and support enterprise-level business applications</p> <p>Experience of configuring and implementing COTS solutions</p> <p>Capacity to engage with business outcomes and align technology solutions accordingly – bridge the gap between business and technology</p> <p>Solid basic level of understanding of the technologies being used by commercial organisations</p> <p>Excellent written and verbal communication skills in English</p> <p>Ability to work confidently and effectively with colleagues and clients at all levels of an organisation</p> <p>A proactive and positive approach to project tasks and self-development</p> <p>Ability to adapt to different clients and learn on the job in a fast-paced environment</p> <p>Willingness to travel (mostly within the UK, but potentially further afield)</p> <p>Existing and ongoing permission to work in the UK</p>
<b>Desirable Attributes</b>	<p>Knowledge and experience of programming/coding to develop or customise business applications</p> <p>Knowledge and experience of enterprise-level field service applications</p>
<b>How to Apply</b>	<p>Please send your CV and a covering email to <a href="mailto:hello@leadent.digital">hello@leadent.digital</a> with the subject line: ‘Solution Consultant Application’. We’ll aim to get back to you within a week, but it may take a bit longer than this if we’re particularly busy.</p>