

## Job Description – IT Consultant

<b>Job Title:</b>	IT Consultant
<b>Job Type:</b>	Pre and Post Sales Consultancy
<b>Location:</b>	Clevedon
<b>Salary:</b>	On application
<b>Industry:</b>	Software, IT

### About the Role

The IT Consultant will work alongside and complement our Technical Support Department who are focused on helping customers realise successful projects.

The Technical Support Department is an integral part of Essential and provides technical support for Essential customers and consultancy services including design, installation, upgrades and training.

Our consultants are experienced IT professionals with extensive knowledge of Essential products and related technical areas. We are looking for someone who is customer-orientated with superior technical skills, good communication capabilities, both written and in person, and a problem-solving aptitude.

The consultancy service operates throughout UK and Europe and may sometimes require the consultant to spend short periods away from home (up to 5 days, usually less).

#### Responsibilities will include:

- Understanding customer requirements and business objectives
- Providing strategic advice on using Essential's products to achieve our customer's goals
- Collaborating with customer's in-house staff
- Designing customer implementations ensuring the right architecture and functionality
- Training customers in using our products
- Helping solve technical issues
- Revising existing systems and suggesting improvements
- Producing documentation
- Pre-sales demonstrations
- Supporting the Sales team with tenders and other product literature
- Keeping product information up-to-date and regularly reviewing internal product documentation to ensure information is accurate.
- When required, assisting in evaluating new versions of products and ensuring other Technical personnel are trained on new features.

### About the Person

The successful applicant will be expected to have the following qualities:

- Proven experience as IT Consultant or Senior Support Engineer looking for advancement
- At least 5 years of relevant enterprise-level experience
- Proven experience with Microsoft Exchange, Office 365 and SQL
- Ability to troubleshoot software and network problems
- Experience in project management
- An analytical mind with problem-solving abilities
- A team player with excellent communication and presentation skills
- Excellent time management skills
- Good interpersonal skills



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### About Essential

Essential Computing is regarded as one of the world's foremost experts on electronic messaging, email archiving & collaboration technologies.

During the last 25+ years Essential has been at the leading edge of providing expertise and 'behind the scenes' software applications that allow customers to manage, optimise, integrate and migrate their mission-critical email, calendar and directory systems.

We are a reseller, training and support centre for a select range of software vendors. We are also one of Microsoft UK's longest running accredited Gold Partners, and becoming heavily involved in cloud-related technologies including Microsoft Office 365 and Azure.

Our niche focus, proven track-record and reputation for support excellence enables Essential to deliver enterprise-class solutions with the emphasis on functionality, scalability and flexibility.

### Working with us

We are a relatively small team of 30 people- which is great if you're the kind of person who likes to roll up their sleeves and get stuck in to whatever needs doing. We're probably not a great fit if you have great ideas but need a lot of support to execute them.

We're not very 'corporate' (unless we have to be); instead our focus is on looking after our customers and supporting each other. And ideally enjoying the process day to day. As a smaller company, there's great opportunity to make an impact and a difference here.

We take recruitment of new team members very seriously, having learned from experience that it's important to get the right fit for both you and us.