



JOB DESCRIPTION

Job Title:	Project Consultant
Location:	Euston, London

Purpose of the Job

To design, implement and manage the end to end project lifecycle from conception to handover to support, ensuring all deliverables are completed to the highest quality, time and budgetary constraints.

Main Duties and Responsibilities

- 1 Presales:
 - a Undertake technical reviews of the IT infrastructure of potential new clients, capturing sufficient data to enable T-Tech to bid for business accurately.
 - b Recommend changes in the infrastructure for existing and potential new clients to meet the client needs
 - c Undertake the technical design for potential infrastructure changes, or other projects to enable a full costing to be undertaken
 - d Advise sales team about the requirements to deliver proposed client projects including, likely elapse time of the project, input needed from the client, risks, likely scheduling
- 2 Project Planning
 - a Ensure that all projects are well planned, taking into account reasonable timescales to complete the work, contingency, risk planning, resource availability and client expectations
 - b Carefully plan the technical and operational aspects of agreed projects, collaborating and communicating internally and where necessary with the client to ensure that all elements of the project have been incorporated into the plan and are well understood.
- 3 Project Implementation
 - a Set clear project expectations and deliverables with the client to ensure a common understanding of the scope and metrics of the project as a baseline in accordance with the commercial agreement.
 - b Undertake technical implementation activities, either stand-alone for small projects or as part of a team for larger projects, either on client sites or remotely from T-Tech office
 - c Act as the main point of contact with clients on designated projects to manage expectations, provide regular project reporting and to support clients in the delivery of their own responsibilities within the projects
 - d Following project completion, ensure that all project work is carefully and fully documented and formally handed over to the Service Desk and Infrastructure teams
 - e Liaise with partners and vendors to ensure that they meet T-Tech's needs, co-ordinating all activity to provide a seamless service to the clients
 - f Manage all changes and exceptions from a logistical point of view, providing input into the Account Manager regarding commercials
- 4 Information Recording
 - a Log client infrastructure changes and other information accurately and fully in service desk system
 - b Keep accurate records of time worked on issues in Company's time recording system



- 5 Customer Service:
 - a Interact professionally with customers and colleagues at all times, ensuring that the customer is fully satisfied with the service provided
- 6 Personal and Team Development
 - a Proactively manage own personal development through passing of partner certification exams and constantly developing technical knowledge through on the job enquiry.
 - b Coach and mentor other engineers to improve their technical knowledge and ability to resolve problems to enable issues to be resolved accurately.
- 7 Common Responsibilities:
 - a Maintain up to date knowledge of T-Tech's operational procedures and Employee handbook and comply with the requirements
 - b Work collaboratively with team members
 - c Participate fully in company-wide initiatives
 - d Undertake other duties as may reasonably requested by management

Person Specification

Education / Qualifications

- Preferably degree educated in a relevant subject plus at least one of the following qualifications:
 - MCITP Server or Enterprise Administrator qualification
 - MCSA: Azure (Highly Desirable)
 - MCSA: Office365
- ITIL Foundation
- Project Management qualification desirable

Knowledge and Experience

- Proven ability in pre-sales/bids or Advisory
- Proven ability in solution design and implementation
- Background in Cloud Solutions, eg Azure, VMWare, Office 365, EMS
- Should possess Business communication, leadership and project management skills
- Customer facing skills - ideally worked in an IT outsourcing / Consultancy environment with external customers.
- Strong understanding of Windows Server Operating Systems, 2012 R2
- Strong understanding of virtualisation technologies and concepts
- History of successful technical consulting and architecture engagements within the SME space

Personal Qualities and Competences

Excellence Needed: Vital to role

- Customer Service
- Quality Focus
- Research & Evaluation
- Problem Solving
- Attention to Detail
- Decision Making

Needed consistently: important to the role



- Commercial awareness
- Influencing & Persuasion
- Strong Oral and Written Communication
- Multi-Tasking
- Working under pressure
- Design and Implement Process
- External Representation
- Leadership of Others
- Negotiation

The Company

What we can offer you

- Competitive salary depending on your experience and skills
- Medical Cash benefits
- Pension after 3 months of employment – T-Tech will match employee contributions up to 4% of salary
- Life Assurance
- Income Protection
- Learning environment working alongside experts in the latest technologies
- Special focus on training and development
- Social committee that organises quarterly social events (karting, bowling, pizza evenings and other exciting events)
- A vibrant London office
- Exceptional career progression opportunities

About T-Tech

T-Tech is one of the fastest growing IT Consultancy, Support and Cloud Services providers in the UK, serving small and medium-sized businesses. Our customers demand and deserve great proactive service and responsive support. We understand how important it is to optimise day-to-day operations and we help our customers embrace innovation and drive growth. We do that by showing them how to cut risk, improve productivity and leverage IT to gain competitive advantage. At T-Tech, we're about keeping UK business up and running, resolving problems quickly, providing personal attention and providing our customers with reliable IT support when they need it.

Our company focuses on 5 areas of service Business Consultancy; IT Support; Technical Consultancy; Security; Cloud & Networks.

T-Tech has created a working environment that is personally and professionally challenging and enjoyable. At T-Tech you will be joining a talented team that values your input and knowledge. We are looking for highly motivated, talented individuals to join us in realising our vision.

T-Tech Contact Details:

Anita Bird – HR Consultant

Project Consultant July 2018



Anita.bird@ttech.uk.com

07881 813769