



Senior Technical Consultant

based in Oxfordshire - with regular travel and options to work from home
competitive package inc bonus and benefits

We would be interested to talk to candidates who are interested in either a permanent role, or on a contract basis.

How would it feel to know that you had helped some of the UK's leading companies to radically improve their operations and customer service? To know that, in part thanks to specialist input you provided, those companies are climbing the industry rankings, have millions of happy customers and are becoming innovative leaders within their field? And to know that on top of all that, you are working with an inspiring, dynamic team who will support you to take your career in the direction you want to go?

We think it feels pretty good.

We are a growing, ambitious consultancy that helps household-name clients to radically transform their operations and customer service through the design, implementation and enhancement of workforce and mobility processes. This may not sound glamorous, but we know that utilising effective strategies, processes and technologies for managing work and people, in a way that supports our customers' strategic priorities, can lead to the transformation of their business.

And if you're the kind of person we are looking for, you'll understand that too.

The Role

We are looking for a Senior Technical Consultant to work within our project teams to provide high-quality technology consulting services to clients, centred around the implementation of workforce management solutions, according to the client's needs.

This role requires a solid background in the configuration of commercial-off-the-shelf software, together with the professional, confident approach required for our client-facing work. Experience with or knowledge of ClickSoftware and/or Oracle Field Service Cloud (previously known as TOA ETA Direct) would be an advantage.

Alongside this, we'll also need you to help us develop Leadent Solutions into a world-class consultancy by providing support to internal projects and initiatives. That's the really exciting bit...

Specifically, you will be expected to:

- Understand client requirements and provide advice on technical solutions and issues
- Assist the client in developing and designing a workable and high quality solution for the business
- Provide technical support to the client during the implementation

- Assist with and, potentially lead, the installation and configuration of products and solutions
- Fine-tune the application functionality to meet business objectives
- Assist the client or third party integrator to develop solution interfaces
- Provide on-site support to the client during the testing and go-live phases to ensure a successful deployment
- Liaise with third-party vendors and technical colleagues to meet client objectives
- Contribute to the internal development of Leadent Solutions, via material development, working on internal projects, proactive knowledge management etc.
- Other tasks and duties, as may be assigned by the line/project manager

What we're looking for

Technical capabilities

- Degree/HND, or equivalent, preferably in an IT-related subject
- Experience of working in a technical consultancy role (internal or external) to configure, implement and support COTS solutions
- Experience of designing and implementing ClickSoftware or SAP WSO solutions
- Full project-lifecycle experience

Personal capabilities

- Ability to work confidently and effectively with colleagues and clients at all levels of an organisation
- A proactive and positive approach to project tasks and self-development, including being able to work effectively with minimum supervision and willingness to take on new challenges
- Ability to adapt to different clients and learn on the job in a fast-paced environment
- Excellent written and verbal communication skills in English
- This is a client facing role and will require mobility (mostly within the UK) including periods away from home during the week.

Nice to have

- Software customisation and development skills (C#, .Net, XML, XSLT, SOAP/REST, HTML5, MS Silverlight)
- Experience of products and solutions used to manage a service management organisation, e.g. Oracle Field Service Cloud (formerly TOA ETA Direct), Service Power, MRS, ViryaNet G4 etc.
- Experience of integrating solutions with third party products and systems
- Experience of developing mobile applications

All candidates must have existing and long-term permission to work in the UK.

The Company

Leadent Solutions is a niche consultancy helping organisations drive improved business performance from their service operations. We work with clients to design and optimise their entire service operating model from the back to the front office. Our clients are large private and public organisations from a range of industries including utilities, energy, telecoms, transport, facilities management and services. The company provides business and technology consulting services such as project management, implementation, process optimisation, change management and support.

To find out more about our organisation, please visit www.leadentsolutions.com

Why you might like to work for us

We like to think that Leadent Solutions is a vibrant and exciting place to work. We don't always do things the same way as other consultancies, and we believe the things which make us different are just as important to our team as they are to our clients. We have a strong team ethic that is in evidence across all levels of the organisation, and a shared commitment to exceeding our clients' expectations.

In return for your hard work and commitment, we can offer:

- A highly competitive salary, bonus and benefits package
- Genuine opportunities to stretch yourself, take on responsibility and make your mark on the organisation
- Exposure to blue chip clients delivering real transformational change
- Entrepreneurial, approachable senior management and a supportive working environment