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JOB DESCRIPTION – PS EXPERIENCED TECHNICAL CONSULTANT

1 Description

An Experienced Technical Consultant is responsible for analyzing, design and developing applications and components for Enterprise Content Management systems.

This is performed within the project or service limits (e.g. scope, budget, timing and quality).

An Experienced Technical Consultant is working within a project, but is also capable of working independently.

An Experienced Technical Consultant is able to advise a customer in making design and architecture choices.

Besides developing (software) components for new or existing platforms (or related work), an Experienced Technical Consultant is also able to perform impact analysis, troubleshooting, inventories, etc.

An Experienced Technical Consultant has an in-depth technical knowledge of the possibilities of the ECM platform and is able to translate a technical design into a working solution.

Educational background

- Bachelor or master (technical) degree or the equivalent in work experience
- Knowledge of software development methodologies (e.g; object orientation, modular approach, etc.)

Professional experience

- At least two years of successful experience in ECM consultancy
- Experience in the actual use of a specific ECM product (Documentum, Drupal, AEM, etc.)
- View on the architecture of a specific ECM product

Competence and skill requirements

- Excellent written and verbal communication skills in local language and English language
- Ability to understand complex and technical issues
- Familiar with office software (e.g. MS Word, MS Excel, MS PowerPoint, MS Outlook, Windows Operating Systems and databases)
- Excellent customer-service skills
- Planning and organization skills
- Ability to work harmoniously as well as individually
- Be 'reliable' to keep agreements or actively address this when they are jeopardized
- Focus on customer collaboration
- Respect towards colleagues, partners and the customer
- Good team spirit and collegial attitude
- Flexible working hours
- Eager to learn

- Willing to travel
- Knowledge of Java or .Net or PHP, SQL, XML, HTML, and JavaScript
- Translates functional analysis as a technical overall design for a project or assignment and this within the ECM product technology

2   Responsibilities

Information rights

- All relevant project information;
- Source Code Repository;
- Time registration system;
- On-line workspace (eRoom or other tools);
- Relevant subscriptions for support information;
- Any other relevant information.

Duty to inform

- Primary: Team Leader Technical Consultancy
- Secondary: Project Manager for project related work

Reporting on:

- (Upcoming) problems and issues
- Potential risks
- New opportunities
- Need for training, information and/or materials

3   Tasks

He executes the following tasks:

- Execution of project activities which are supplied by Senior Technical Consultant or Project Manager or Team Leader
- Participate in Technical projects
- Working together with Senior Technical Consultants
- Estimate time needed for execution of work packages
- Provide explanation on documentation towards team members and customers
- Ensure that customer satisfaction is achieved and maintained
- Perform tests to assure the developed software meets the expectations and works properly
- Acquire and maintain expert knowledge in order to provide technical consultancy towards customers
- Guard the quality of the modules within the project or assignment through a sound design and setting up and executing a test plan (functional, performance, security, etc.)

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- Register (support)calls/service requests at suppliers and monitoring progress
- Define work packages for Junior Technical Consultants, follow-up and adjust where needed
- Act as Lead-developer within a project
- Participate in demonstrations/presentations/technical trainings
- Participate in answering RFP/RFI
- Identify requirements for new or existing platforms
- Translate requirements into solutions
- Report about the project or the realization to the management and the customer
- Develop custom components for Enterprise Content Management platforms
- Writing technical project documentation
- Writing documentation
- Perform impact analysis, troubleshooting, inventories, etc.