



Job Description

Title: Technical Consultant	Department: Technical Consulting	
Report to: Joseph Kelly	City: Marlborough	State: MA

SUMMARY:

Technical consultant: The Technical Consultant will provide support data collection and analysis support for Technical Consulting engagements for Park Place International customers... Areas of support will include: storage systems, Virtualization, backup technologies and server/system configuration/administration. Activities will include: analyzing performance, reviewing configurations, identifying opportunities to improve performance/availability through system upgrades and ultimately, the developing recommendations relating to the implementation and/or configuration of systems. The Technical Consultant may also provide Subject Matter Expertise and hands on support for special projects within Park Place International such as the Cloud Services initiatives.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The Technical Consultant will be primarily responsible for analyzing the infrastructure and MEDITECH specific solutions at customer sites. The Technical Consultant will work with customers for consulting engagement to: analyze current technologies, recommend opportunities to improve system performance and/or availability and provide hands on configuration support. The Technical Consultant may also serve as a member of an implementation team or project team under direction of a Sr Consultant or Project Manager.

The Technical Consultant will be responsible for the following duties:

- Applies significant knowledge of company, products, services and industry best practices while serving as a consultant to the customer
- Leverage knowledge of MEDITECH to enhance solution performance and availability
- Provides accurate, detailed status reports
- Serves as a customer advocate while simultaneously representing the company to effectively address, mediate and escalate issues that are impacting the customer’s system implementation.
- May assess customer needs and suggest/promote/sell alternative or additional products and services
- Significant travel to customer sites is a requirement of this position

OTHER DUTIES AND RESPONSIBILITIES:

The Sr. Consulting will also support internal projects and initiatives. The Sr. Consulting Engineer may be asked to lead onsite project teams. The person will be required to interact with customer technical and managerial level personnel.

- Strong communications skills
- Ability to conduct informal presentations and technology orientations to customer technical staff members.
- Team Leadership

SUPERVISORY RESPONSIBILITIES:

The Sr. Consulting Engineer will be an individual contributor who may be called on at times to be call on to act as an onsite project/team member.

TEAM / LEADERSHIP SKILLS:

- Is self directed and can operate with minimal supervision and direction
- Proactively seeks input from cross-functional team members and clients to understand project needs and contingencies
- Communicates effectively to ensure line of sight to project goals for key project participants
- Recognizes and works through resistance or setbacks with support and advice from more senior team members.
- Proactively addresses customer issues and concerns with tact and diplomacy.
- Strong team player.
- Shares knowledge/information with team members
- Effective interpersonal skills in one-on-one situations and groups with all levels of personnel
- Drives creative and effective problem solving and decision making to an appropriate resolution at multiple levels of management
- Supports and offers input to the strategic direction of business

MINIMUM QUALIFICATIONS: (To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the minimum knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Experience:

The Technology Consultant should have at least five (5) years of working with MEDITECH as either a customer or an integration partner.

The Technical Consultant should have:

Hands on experience with a broad spectrum of technologies including:

- Microsoft Operating system(s)
- HP Servers and Storage
- Dell Servers and Storage
- IBM Servers and Storage
- EMC Storage
- Bridgehead Backup
- Networker Backup
- Virtualization Technologies (VMWare, Hyper-V, Citrix)
- Replication and de-duplication technologies (emphasis on Data Domain)
- Cisco routers and switches (emphasis on Nexus)

Be able to use various diagnostic/analysis tools

- Packet analyzed (ex: Sniffer, Wireshark)
- Discovery Tools (ex: Solar Winds, Whatsup gold)
- Virtualization Analysis (ex: Platespin, Xangati)
- Syslogs

Education:

- Two years of college or technical education.
- Recognized industry certification
- Equivalent industry experience

Certifications or Licenses:

The Technical Consultant should have industry certification or vendor certification in the one or more of the following technologies.

- Microsoft
- HP Servers and Storage (ASE)
- Dell Servers and Storage (DCEE)
- IBM Servers and Storage
- EMC Storage (EMCSA)
- Bridgehead Backup

- Networker Backup
- Virtualization Technologies (VCP, VSP, VTSP)
- Replication and de-duplication technologies (emphasis on Data Domain)
- Cisco routers and switches (emphasis on Nexus) (CCNA,CCDA, CCNP, CCDP or higher)
- Other networking technologies (Brocade FC switches, Juniper routers/switches, wireless technologies)
- Security (CISSP, CEH, SCNP/SCNA)
- Operating Systems (MCP, MCSE, LPIC, MEDITECH MAGIC, CS 5.x and/or M-AT)

Additional Skills

- Applies knowledge of the MEDITECH and industry best practices while analyzing and addressing customer needs.
- Exhibits detailed knowledge in the relevant operating system, and software environment.
- Effectively trains and executes assigned tasks across product lines/modules/products.
- Effective verbal and written communication skills that are modified to meet customer needs and level of expertise.
- Handles multiple tasks with switching and competing priorities as needed.
- Clearly and concisely communicates plans, status, issues, risks, and requirements to appropriate audiences
- Provides hands-on trouble-shooting in face-to-face interactions with customers.

TRAVEL REQUIRED:

The travel requirement – 50%

PHYSICAL DEMANDS: (The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

No unique physical demands

WORK ENVIRONMENT: (The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

The Technical Consultant must be able to work effectively from a variety of locations including: PPI Offices, Customer sites and/or remotely from a home office.