

Technical Deployment Engineer

Location: Leeds area

About the role

Reporting to Deployment Team Leader

A Xalient advocate, a Deployment Engineer who technically represents, designs (where applicable) and implements outstanding technical solutions and services to our customers.

Ownership and responsibility for the technical delivery process with the Deployment Team Leader, customer, colleagues, and vendors, supporting Sales and Project Managers through the project delivery cycle, either supporting the project lead Technical Architect via implementation, or as the Lead Engineer. Responsible for the efficient handover of projects into the BAU support team.

Reporting to the Xalient Deployment Team Leader. Mentoring, training and inspiring other Deployment Engineers to deliver technical excellence by personally delivering quality technical solutions, delegating tasks to engineers wherever appropriate.

Maintain skills and accreditations to ensure market leading specialisation capability which differentiates our Xalient offering to customers.

Support Sales, Pre-Sales, PS Technical Consultants and MS Support colleagues with deep technical knowledge and expertise to assist them to bid best practice and market leading solutions.

What you'll be doing

Based at Xalient Leeds office with regular time (1d pw) working from home / in Xalient London offices or out meeting Customers as required. International travel will be required (by agreement) :-

Responsible for achieving success by implementing and delivering high quality, supportable, technical project solutions that delight our customers.

Maintain close, sensitive, and long-term working relationships with key customers' acting as a trusted advisor.

Technical design, build, testing and transitioning into live service of networking, security, and managed service solutions.

Provide 'support' for Xalient pre-sales proposals by providing content in high level designs to presales colleagues. Peer review designs from other peers and colleagues with critical/positive appraisal.

Produce high quality documentation with a high level of accuracy.

Build strong relationships with vendor commercial and technical contacts.

Acting as an ambassador for the company, to raise profile, branding and credibility within the market, delivering excellence and outstanding service

R&D/Portfolio/Product Development – working alongside Xalient Snr Management, other consultants, and support engineers, collaborate to develop new products/improve service offerings to customers.

Keep up-to-date with skills and accreditations. Also, developments in Networking, Security and associated technologies and the customer and supplier marketplace.

Contribute significantly to the development of Company goals, growth and profitability targets by being an active member of the Xalient team and culture.

What you'll need

Networking & Security background (i.e. Networking, Security, SD-WAN etc.)

Networking /Security Accreditations to minimum CCNA or equivalent, with CCNP (preferred) with extensive project or engineering experience in networking competencies.

Experience of delegating to and mentoring engineers to deliver a high level of technical quality under your supervision.

Experience of enterprise LAN and WAN, wireless, firewall technologies, next generation firewall technologies.

Experience of routing, switching and security technologies within multi-tenant and data centre environments to a high level.

Experience of completing low level and high-level designs, following full technical pre-sales and project life cycle.

MSP/ISP specific experience around support, projects and technical pre-sales processes.

ITIL Foundation (preferred).

Demonstrable experience in the following areas:-

Clear understanding of technical solutions and the value proposition that enables the customers' business to operate in an efficient and cost-effective manner.

Excellent customer orientation and the ability to engender this culture throughout the technical delivery process and influence others.

The ability to work under pressure, demonstrating drive and a positive approach to work. Flexibility to support project delivery out of hours as necessary to ensure risk is managed effectively. Travel to our client's sites in the UK and internationally is required.

Ability to learn and develop new skills whilst showing that you can prioritise work efficiently and productively and manage your time well.

Challenges the status quo to create value for the organisation and our customers.

Recognises and embraces change, seeking opportunities to foster innovation and continuous improvement.

Self-motivator, results and quality orientated, good organisational skills, attention to detail, positive helpful attitude.

Excellent communication skills (verbal, written and listening) including an excellent telephone manner and strong customer first focused skills.

Possess and display business acumen.

At least 2+ years working experience delivering technical networking design & implementation of solutions to customers.

Competencies:

Initiative - The willingness to respond to and move things forward by acting without needing to be asked and without due escalation

Achievement Orientation - The determination to perform at the highest standard, aiming to exceed norms and expectation

Customer Orientation - The ability to recognise both internal and external customers and the willingness to cooperate with them fully, in order to help them achieve their objectives

Analysis - The ability to gather relevant information, notice relationships between different pieces of information, reason from cause to effect and generate effective solutions to practical problems

Adaptability - The ability to maintain effectiveness in a rapidly changing environment and the willingness to respond quickly and positively to change

Organising Work - The ability to marshal and manage resources (people, funding, materials, and support) to complete a proposal or project or task. Able to manage own time efficiently and to handle multiple activities in parallel to accomplish the goals. Ability to own and meet deadlines

Professional Expertise - The ability and motivation to apply and develop one's own professional knowledge and to share this expertise with others

Mobility Requirements

This role is a combination of working in Leeds and from home with 3-4 days a week in the Leeds or London office or with customers onsite.

Flexibility on work location.

UK Driving Licence.