



Xalient Job Description Principal Consultant

Job Title: Principal Consultant
Location(s): Leeds or London
Role Objective
<p>Reporting to the Head of Technical Consultancy, acting as a trusted advisor to customers the consultant role works closely with clients to understand their business, advising on technology options and strategic roadmaps and leading the technical design and delivery of complex projects.</p> <p>A further key objective is to provide the link between the Project and Service Delivery functions in order to support the service team and ensure efficient and successful project and service delivery. Commercial and technical aptitude are a critical factor to ensure the projects are viable and supportable technically and financially suitable for the business and client.</p> <p>Additionally, this role will support Sales and the pre-sales process as SME in client engagements, providing content/presenting to clients in support of winning business.</p>
Key Responsibilities
<ul style="list-style-type: none">• Acting as an ambassador for the company, raise its profile, branding and credibility within the market, delivering excellence to delight our customers• Technical solution design of networking and security and managed service solutions. This includes defining solution hardware, licenses, professional services budgets and services• Provide 'technical authority' for Xalient proposals. Submit content or validate content for high level designs for peer review. Peer review designs from other peers and colleagues with critical/positive appraisal• Technical business consultancy services, acting in a vendor agnostic manner, assessing and analysing client business needs and helping defining solutions to problems and a clear roadmap for the transformation journey. Producing documentation with a high level of accuracy.• Project leadership and implementation of security and network / security managed service projects carrying out tasks including build, configuration, testing, migration and transition into service• Ensure continuity for the customer by providing an effective handover to the support, including the handover/transition of defined business and technical requirements, end state designs, new service requirements• Maintain close, sensitive and long-term working relationships with key customers' as a trusted advisor• Feedback design issues/new functionality to PS team/support engineer colleagues to continually improve the delivery and understanding of the Company's solution• Mentoring and knowledge sharing with support engineers providing technical, cultural and business guidance• R&D/Product Development – working alongside Xalient Snr Management, other consultants and support engineers, collaborate to develop new products/improve service offerings to clients

- Keep up to date with developments in Networking, SDWAN, Security, Identity and associated technologies and the customer and supplier marketplaces, in order to appreciate future customer requirements and to improve Xalient’s solutions
- Contribute significantly to the development of Company goals, growth and profitability targets by being an active member of the Xalient team and culture.
- Build strong relationships with vendor technical contacts

Skills & Experience

Demonstrable experience in the following areas:

The ability to work under pressure, demonstrating drive and a positive approach to work

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

A logical approach to troubleshooting, diagnosing and resolving problems (technical and non-technical challenges in the business environment)

Possess and display business acumen

At least 5years working experience delivering technical networking design & implementation of solutions to clients :-

Skills/Experience

- Experienced technical architect capable of consulting with stakeholders and designing complex networking-based solutions
- Networking & Security background (i.e. Networking, Security, SD-WAN, Identity (preferable). Networking /Security Accreditations to minimum CCNA with extensive project/engineering experience). UC skills and experience.
- 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
- Leadership of strategic large projects throughout the sales and project lifecycle
- MSP/ISP specific experience around support, projects and technical pre-sales as well as business unit processes

- Qualified ITIL V3 Foundation (preferred) or solid experience of how a managed service on the solutions you design would be deliverable
- Ability to demonstrate and present Xalient solutions to customers. Understand the competition, ability to competitively position and differentiate Xalient value proposition
- Excellent customer orientation and the ability to engender this culture throughout the presales and/or delivery process leading and influencing others
- Experience with mentoring engineers and support engineers as part of the project delivery process

Competencies:

- **Technical/Professional Knowledge** - *The ability and motivation to apply and develop one's own professional and technical knowledge and to share this expertise with others.*
- **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.*
- **Organising Work** - *The ability to marshal and manage resources (people, funding, materials and support) to achieve a task. Able to manage own time efficiently and to handle multiple activities in parallel to accomplish the goals.*
- **Adaptability** - *The ability to maintain effectiveness in a changing environment and the willingness to respond quickly and positively to change.*
- **Business Awareness** - *An understanding of the processes and issues relevant to one's job. This ranges from job knowledge to an appreciation of complex internal and external business issues/trends*
- **Customer Orientation** - *The ability to recognise both internal and external customers and the willingness to co-operate with them fully in order to help them achieve their objectives.*
- **Decisiveness** - *The willingness to make decisions, once a situation or problem has been analysed, based upon a judgement of the best solution.*
- **Achievement Orientation** - *The determination to perform at the highest standard, aiming to exceed norms and expectation.*

Mobility Requirements

Working from home with regular travel to Xalient offices in Leeds &/or London and to customer sites in the UK and abroad.

A UK driver's license is desirable, although not mandatory.