

JOB DESCRIPTION

Date Prepared:	March 2023
Role:	Solutions Engineer
Position Type:	Full-time
Location:	Kyabram, VIC
Reporting to:	Head of Consulting

1. ABOUT ADVANCE COMPUTING

Advance Computing was established in 1999 with a focus on IT services and customised software. Today we operate where support, consulting, software development and products meet to provide a range of IT services Australia wide.

2. POSITION OVERVIEW

We are seeking an experienced IT Professional with strong analytical competency and technical skills who is versed in many technologies. Being solutions orientated, consultative, business savvy and able to leverage a strong technical background in a wide range of technologies would make you a perfect fit for this role.

As a Solutions Engineer you will be expected to deliver professional IT consulting services across a multitude of different clients. With your extensive knowledge and experience you will be able to assist clients in managing their IT environments including assisting with IT reviews, planning and overall architectural designs.

You will need to hold an appropriate formal qualification in Information Technology, Computer Science or relevant discipline and have 10+ years' experience delivering professional IT services.

3. KEY RESPONSIBILITIES & DUTIES

Working as part of the Consulting team you will :

- 3.1 Assist our clients to navigate an increasingly complex technology landscape including assessing Cloud and other technologies to improve productivity, reduce risk and costs for clients;
- 3.2 Provide technical design, leadership and implementation of IT Solutions;
- 3.3 Lead project engagements, including project planning, scheduling and completing project governance requirements;
- 3.4 Perform IT planning and strategic alignment for clients addressing organisational requirements;
- 3.5 Assist clients to provide IT reviews and recommendations on continuous IT improvement;

- 3.6 Coach organisational management, owners, IT managers and staff;
- 3.7 Drive opportunity development and undertake pre-project scoping and planning;
- 3.8 Contribute to the development of skills and knowledge in the Consulting and Services teams; and
- 3.9 Other tasks as required.

4. SKILLS AND EXPERIENCE

Candidates need to be able to demonstrate the following:

Mandatory

- 4.1 Meet existing and ongoing certification and role requirements of Solutions Engineer at Advance Computing;
- 4.2 Knowledge and experience with a wide range of technologies including Cloud, IT infrastructure, Communications, Mobile Devices, Security and Software Development
- 4.3 Deep technical experience on a speciality area that may include one or more of Azure, Microsoft Modern Workplace, Cybersecurity, Network & Communications, Server and Storage and Virtualisation.
- 4.4 Understanding of the security implications and controls within the solutions.
- 4.5 Ability to discuss requirements and solutions at a technical level
- 4.6 Ability to discuss requirements and solutions in plain English to business users and management.
- 4.7 Knowledge and experience in various industry verticals with a good understanding of related IT systems utilised within these industries.
- 4.8 Knowledge of IT Service Management & ITIL practices.
- 4.9 Experience working with Project Management teams and leading project delivery.
- 4.10 Exceptional written and verbal communication skills, including good documentation skills.
- 4.11 A current driver's license.

Desirable

- 4.12 A “builder” mindset – development or scripting experience
- 4.13 Experience working in a disciplined service delivery and consulting environment and being accountable for your time.

5. KEY SELECTION CRITERIA

Applicants must be able to demonstrate:

- 5.1 Sound technical skills
- 5.2 Technical passion and willingness to learn
- 5.3 Time management and organisational skills
- 5.4 Strong written and verbal communication and interpersonal skills
- 5.5 Outstanding professionalism, including highly developed customer service skills
- 5.6 Ability to work as part of a team as well as autonomously as required
- 5.7 Alignment to the organisations values of: Awesomeness, Commitment, Development & Community.