

IT Consultant Position Description

Title:

IT Consultant

Title of supervisor:

Head of Sales and Marketing

Date:

09.01.2006 (v.3.0)

Location / department:

Sales and Marketing department

Overview:

The IT Consultant works with Sales Representatives and with the customer to understand their needs and goals and translate them into value added solution to the customer.

The IT Consultant provides Project specifications and requirements that development team will use to build the solution. He / she is also responsible for delivering projects on time, in budget and according to project specifications. The IT Consultant provides the sales team with subject matter expertise.

He / She detects new business opportunities on customers base and forwards them to Sales representatives.

He / She makes sure that the development of the solution follows the sales approach (customer advocate in team).

Responsibilities / duties / activities:

The IT Consultant:

- supports Sales Representatives in Pre-sales and Sales activities
- acts as customer advocate in team
- manages customer requirements definition and ensures that customers' businesses and requirements are fully understood (defines scopes of the projects, clarifies the system specifications, understands their work practices and the nature of the business)
- makes sure that the project is delivered to a customer on time and according to agreed functionalities
- manages customer expectations
- presents solutions to a customer together with the sales representative
- tests solution, creates user manuals and organizes training of customers

Skills / conditions:

The IT Consultant should be a responsible and detail-oriented person with good analytical skills and with the ability to investigate and analyze information and to draw conclusions.

He / she should be an excellent communicator and have facing experience (telephone, meeting, and presentations), a good organiser, enthusiastic, have the ability to make evaluative judgments and to negotiate.

This position requires experience within Internet / New Media sector and good knowledge and application field of products and services offered to clients (because he / she should be able to identify those that client could make use of).

He / she should have a degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. Engineering and business / management knowledge, coupled with good interpersonal skills are important.

He / she needs to be able to work under pressure, tight schedules and be well-organized with ability to juggle with multiple tasks simultaneously. The ability to communicate fluent in English language and to work productively in teams is required. He/she also needs to be willing to continuously update personal skills and knowledge.