

## Senior Technical Consultant

Job Title:	<b>Senior Technical Consultant</b>
Locations:	<b>Toronto (4 positions), United States (2 positions), Europe (2 positions)</b>
Salary:	To be negotiated
Benefits:	<b>Yes</b>
Travel Required:	<b>Yes</b>
Valid Canadian, US or European Passport Required:	<b>Yes</b>
Languages:	<b>English, French, Dutch, German</b>
Probation Period:	<b>6 months</b>
Contract or Full Time:	<b>Full Time</b>

### About Infront Consulting Group

Infront Consulting Group is a boutique Information Technology and Management consulting company with offices in Canada, the United States, Europe and Asia. Infront Consulting Group focuses on three core lines of business;

1. Enterprise IT & Management Consulting on Microsoft System Center technologies
2. Enterprise, Technical Training on Microsoft System Center technologies
3. Software Development to extend Microsoft System Center technologies

As a leader in the System Center technology arena, Infront members are a tight knit group of community contributors and System Center evangelists that are passionate about providing working, sophisticated solutions to our customers and repeatedly demonstrating our credibility, expertise and knowledge. We are recognized as a group of technologists that are competent speakers, presenters and authors and can be found regularly on stage at User Groups, Microsoft conferences such as TechEd and Techdays worldwide and we actively participate each year at the Microsoft Management Summit (MMS) both as an exhibitor and as featured speakers. We are passionate about the day-to-day delivery of training or consulting services and are found online in the early mornings and late evenings collaborating with our peers. We are well structured financially and offer comprehensive and competitive compensation plans. The opportunities at Infront Consulting Group are endless if you enjoy working on projects that will allow you to grow both personally and professionally.

If the above description is an environment in which you would like to work and that you feel that you can contribute to, apply today by sending your cover letter and resume to [careers@infrontconsulting.com](mailto:careers@infrontconsulting.com).

## Consulting Overview

Infront Consulting Group provides enterprise IT consulting and training solutions to our large enterprise customers. As a member of our consulting team, you will work with clients to determine and assess potential problems, recommend solutions, design system architectures and integrate Microsoft System Center technologies into our customer's environments.

You must be knowledgeable and certified on two or more of the technologies below to be considered for a Senior Technical Consulting position.

- a) Microsoft Operations Manager 2005 (MOM)
- b) System Center Operations Manager (SCOM)
  1. Management Pack Development
- c) System Management Server 2003 (SMS)
- d) System Center Configuration Manager (SCCM)
  1. Desired Configuration Management
  2. Operating System Deployment
- e) System Center Data Protection Manager (SCDPM)
- f) System Center Virtual Machine Manager (SCVMM)
- g) Application Virtualization (SoftGrid/App-V)
- h) System Center Service Manager (SCSM)
- i) Microsoft Desktop Optimization Program (MDOP)
- j) Desktop Deployment Planning Service (DDPS)
- k) Opalis

## Employee Duties and Responsibilities

The job description for the position of Senior Technical Consultant includes, but is not limited to the following:

### Consulting

- Install, configure, troubleshoot, upgrade all Products in the System Center suite (SCOM, SCCM, SCVMM, MDOP, SCE, SCSM, SCDPM, Opalis)
- Recommend solutions for System Center products in new and existing client environments
- Serve primarily as a billable resource for on-site technical consulting engagements
- Communicate with clients to coordinate technical engagements and set engagement expectations
- Work with client IT staff to complete technical engagements and transfer basic technical knowledge, leave clients with detailed documentation
- Handle any follow up technical issues and participate in the resolution of these issues through completion
- Communicate with appropriate resources such as Principal Consultants, Developers, and Business Development team members to ensure the client's requirements are met
- Work with team members to support, resolve, and assist in technical matters
- Work with team members to understand new System Center products and technology

- Work with team members to transfer knowledge of relevant experiences and technical knowledge
- Work with team members to understand and develop best practices relating to System Center products
- Work with team members to understand in-scope and out of scope consulting services

## Training

- Serve as an instructor for Infront created course material as well as Microsoft Official Curriculum (MOC)
- Create training materials (including building courseware and labs) as needed for new or existing materials.

## General

- Use non-billable time learning and testing new products
- Use non-billable time to work with clients and prospects to sell additional services and billable time
- Develop conceptual level understanding of System Center product functionality and disseminate this information through blogs and webcasts
- Create Statements of Work or proposals for client engagements and training sessions
- Complete administrative tasks on a timely basis as required (expense reports, timesheets etc)
- Use time efficiently to meet billable utilization goals (75% or higher)
- Communicate effectively with clients and team members to be well prepared for client engagements and classes
- Act as a resource to others at Infront team members
- Provide excellent customer service to clients
- Uphold high ethical and professional standards in dealing with internal team members and clients

## Growth of Services:

- Use technical experience and knowledge to work with team members to come up with new and innovative solutions and services that help clients
- Work with clients to encourage follow up engagements and services
- Work with clients to anticipate future technical needs
- Promote attendance at Infront training classes
- Build relationships with local/regional Microsoft sales, Technical Specialist, as well as Account reps to help build a client base that looks to Infront for advice and recommendations.

## Qualifications:

- 3-8 years of experience in technical consulting or equivalent Monitoring and Management Engineering role (SCOM, SCCM, MDOP, Virtualization)
- Excellent verbal and technical writing skills

- Heavy business acumen skills for building a fast growing global business
- Organized, hardworking and flexible
- Ability to prioritize and meet deadlines with minimal supervision
- Strong working knowledge of System Center products preferred
- Strong working knowledge of Server based hardware preferred
- Experience installing, configuring and documenting MS type applications
- Strong working knowledge of MS Windows server and networking environment
- Self-starter with the ability to work out of the home
- Ability to travel up to 75%
- The ability to competently and confidently deliver presentations and technical training courses to customers based on our public and private training schedule. Courses are delivered in both English, French and Dutch.
- The ability to quickly establish technical credibility in front of a group of technical peers or senior management in a technical sales meeting
- Travel when required to customer locations based on client requirements is mandatory. Travel to the customer site can and does occur on Sundays and Saturdays depending on the location of the engagement relative to the consultants home residence. Preference will be given to local employees for local consulting engagements but also based on the skills and experience required to competently deliver the consulting services.
- The Consultant is expected to work a minimum of 40 billable client hours per week. This time does not include the time spent travelling to and from the client site or the time spent on administrative activities such as the completion of expense reports and bi-weekly project meetings.
- Collecting requirements and designing System Center architectures and solutions for customers based on their unique requirements.
- The development of documentation based on the changes made or architectures proposed at or to the Customer. Documentation will include but is not limited to the documenting of:
  - Architectural Design Documents and Proposals
  - Installation and Configuration documentation
  - Third party ISV configuration documentation
  - Documentation of custom configurations
  - Management Pack Guides
  - Configuration Pack Guides
  - Operations documentation
- The Consultant is expected to learn new technologies and build Hyper-V images for testing and learning purposes.
- The Consultant is expected to maintain a heightened level of expertise in a minimum of two System Center technologies.
- The Consultant is expected to keep his resume and bio up to date after the completion of each consulting engagement to ensure that this can be used by Infront Consulting Group's Business Development team to help position the Consultant as an expert capable of delivering other engagements to new customers and building credibility with new customers.

- The Consultant will be required to review technical documentation and technical courses and assist in the authoring of said courses for Infront Consulting Group. This will involve the creation of Virtual Machine images, PowerPoint slides with detailed speaker notes and demonstrations.
- The Consultant is also expected to transfer knowledge to other consultants, both Infront Consulting Group Consultants, contractors and customers when requested to assist in the building of a complementary team of technical experts that can leverage each other's resources as a collective group.
- The Consultant will be expected to competently deliver Proof of Concepts (POCs) for customers and work closely with the customer during said POCs to establish credibility and help to ensure that Infront Consulting Group Inc. is engaged in any related consulting services throughout the customer's project.
- The Consultant will be expected to participate in weekly team meetings
- Should any client of Infront Consulting Group Inc. allow for offsite work to be done, the Consultant is expected to be available based on the workday of the client. The Company will make every effort to establish 'times of availability' into the contract to allow for resources in the same time zone to deal with customer projects in that same or similar time zones but this is dependent on resource availability.
- The Consultant is expected to ask for help when required.
- The Consultant is encouraged to make suggestions on how to improve Infront Consulting Group processes and procedures and take initiative in, once approved in seeing those changes are made.
- Attendance at the TechEd or the Microsoft Management Summit (MMS) may be required and the Consultant may be required to work at the Infront booth in the Exhibition hall and talk to, greet and share information about Infront Consulting Group with prospective customers and existing clients.
- The Consultant will be required to obtain his Microsoft Certified Trainer (MCT) designation within the first (6) months of contract. The cost of this training class will be covered by the Company upon proof of successful completion as will the cost of registering as an MCT.
- All Infront Consultants are expected to work independently to build and develop new customer relationships, learn and understand customer requirements and develop statements of work (SOW). A Business Development resource will be available to all consultants as a shared resource to assist with client relationship management and client communication when the consultant is engaged on a project and unable to communicate.

You will be involved in the full consulting lifecycle: from meeting with clients, gathering requirements, software deployment and configuration, Management Pack (MP) development, Configuration Pack (CP) development using but not limited to the technologies identified above, testing, deployment, knowledge transfer, documentation and training both onsite at the client's location and offsite from your home office. You may be working either at your home office or at the client site and will be expected to keep normal working hours of 8 am to 5 pm with 1 hour for lunch. The skills you will acquire by being a part of all phases of the project will give you a diversity of experience, building custom solutions to solve specific business issues with very exciting and often bleeding edge technology.

Infront Consulting Group provides employees with the opportunity to telecommute or work from home. This can significantly reduce the time spent commuting and greatly improve a person's work life balance however it is expected that you are working on Infront Consulting Group work during regular business hours. The ability to work from home is only extended after the first three months of employment at Infront and can be revoked at any time should you fail to meet your deliverables. In order to work from home, you must be able to demonstrate that you have a work environment conducive to performing your duties. This includes demonstrating that you have a room in your residence that is separated from the rest of the residence by a door and that you have Internet connectivity and a printer in the room as well as a telephone, a desk, a chair and a light. This room should be free of children and pets and should not be a shared workspace with your spouse. Should these requirements not be met, you will not be extended the benefit of being able to work from home.

Should the Customer require that specific production related changes be made after normal working hours, the Consultant is expected to accommodate the Customer's request within reason and with prior notice. Should the Consultant feel that the Customer is not being reasonable in their request, the Consultant must document the incident in writing and provide this to his or her immediate Infront Consulting Group manager or CEO within 2 business days. The Consultant is forbidden from taking up this matter directly with the customer until they have first spoken with their Infront Consulting Group manager or the CEO.

The Consultant will have unrestricted access to Infront Consulting Group virtual lab environment through a VPN connection, will be provided with access to the Infront Consulting Group corporate network, be assigned an email address that is to be the only address used by the Consultant for work related activities and an Infront phone extension.

As a Microsoft Gold Certified Partner, the Consultant will be responsible for obtaining and maintaining current Microsoft certifications and for having a valid Microsoft Certified Professional (MCP) number. New platform certifications must be obtained within six (6) months of the initial release of the new technology from Microsoft. The Consultant's MCP number will also be linked to Infront Consulting Group Inc. on the Microsoft Partner site.