

Job Description

Senior Consultant (OSS)

Description of the Role

Net Consulting (NCL) have an excellent opportunity for a Senior Consultant (OSS) to join our defence team on a permanent basis in Corsham.

Net Consulting provide managed services to the public and private sectors, helping organisations perform optimally and securely. We are at the heart of supporting the Ministry of Defence deliver their digital backbone and unleash the power of Defence's data.

As a Senior Consultant (OSS), you will be responsible to lead the delivery of Operational Support / Event Management systems to facilitate cross-technology monitoring services to external customers, and to advise on designs for internal company services management

Our roles are only available if you hold UK Security Clearance.

Key Accountabilities

- Providing subject matter expertise in the field of Operational Support Systems / Event Monitoring
 - Pre-sales
 - Customer meetings
 - Proposals
 - Business Development
 - Industry awareness
 - Innovation
 - Continuous Service Improvement (CSI)
 - Assistance in providing content for Marketing literature
- Where involved in an isolated project:
 - Being the SME lead responsible for ensuring successful technical project completion in their area
 - OSS solution design & architecture (including data formats)
 - Production of handover, documentation & knowledge sharing of information to customer staff
 - Choosing required tooling (hardware & software)
 - Assistance with customer requirements gathering
 - Technical delivery, including implementation
 - Technical quality assurance
- Where involved in a managed service:
 - Leading the provision of OSS services to the ongoing managed services (either as a technical subject matter expert or as a technical team leader, depending on requirements)
 - Implementing and configuring OSS solutions to meet customer needs
 - Devising OSS systems maintenance plans and oversee they are carried out
 - Proposing solutions to change requests
 - Providing handover, documentation & knowledge sharing of information to customer staff
 - Gathering customer requirements related to information output (live and reported)

- Designing & proposing configurations within the existing solution to meet customer requirements
- Choosing required tooling (hardware & software)
- Technical delivery, including implementation
- Technical quality assurance
- Produce work instructions for managed service team members on how to operate new or more complex OSS systems
- Provide ongoing proactive monitoring of OSS solution output to identify customer application service issues
- Maintaining high standards of personal professionalism and integrity
- Adhering to all Net Consulting and relevant customer policies, processes and procedures
- Maintaining knowledge of and applying industry best practise and standards, specifically related to subject matter expertise
- Maintaining existing relevant accreditations and certifications
- Completing assigned activities to agreed timelines
- Ensuring that security standards are always maintained when handling or accessing data
- Proactive identification and communication of risks and issues affecting service or project delivery and supporting continuous service improvement
- Identifying opportunities for personal and professional growth, working with Line Manager to develop a Personal Development Plan

Responsibilities and Duties

- Attend pre-sales meetings with customers to provide technical expertise and support requirements gathering
- Provide technical recommendations and resource estimates to support the production of commercial proposals for the delivery of application performance monitoring services to customers
- Identify technologies and methodologies which could contribute to NCL's monitoring-related managed service offerings, proposing R&D projects to line management
- Lead and carry out approved R&D projects to develop NCL's portfolio of OSS expertise
- Author the technical descriptions of OSS services for the purposes of marketing and framework applications
- Carry out design & implementation of OSS services for clients
- Provide technical leadership in the delivery of Infrastructure services by the OSS Team
- Carry out technical review and quality assurance of deliverables by OSS Team members
- Contribute to the resource allocation process by keeping the list of your skillset up to date
- Support recruitment of technical roles by carrying out technical tests and attending interviews
- Maintain a weekly record of time spent against each project or cost code
- Liaising with relevant technology vendors to manage support cases or understand product updates / roadmaps

Person Specification

- Strong academic record to degree level, or equivalent industry experience
- Willingness to share information with peers and junior team members
- Strong attention to detail
- Customer focussed attitude
- Self-starter able to research and experiment to find a solution unaided
- Strong written, verbal and presentation skills
- Strong technical skills in most of the following technology areas:
 - Operational Support System Framework Solutions (e.g. Netcool / EMC Smarts)

- Requirements gathering related to required customer monitoring outcomes
- Event management specification & design
- Some experience with scripting languages (e.g. Powershell, Python, SQL)
- A broad knowledge of the basics of Enterprise IT architectures
- Broad knowledge of the basic outputs possible from Enterprise monitoring tools (e.g. SNMP Traps, SolarWinds, BMC Patrol)

Company Benefits

- Competitive Salary
- Workplace Benefits: Contributory Pension Scheme, Private Medical Insurance, Life Assurance, Critical Illness Cover, Health & Wellbeing
- 25 Days' Annual Leave (in addition to Bank Holidays)
- Performance Bonuses (Personal & Company)
- Excellent Career Progression Opportunities