

Senior Operational Support System (OSS) Consultant

Net Consulting is currently looking for an experienced Senior Operational Support System (OSS) Consultant to join their team either in Cardiff, Corsham or on the customer site depending on business needs.

Net Consulting is a leading IT consultancy specialising in Cyber Security, Performance Management (Network & Application) and Managed Services. The main purpose for the role is to help drive 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.

Key accountabilities

The successful candidate's key responsibilities will include the following;

- Providing subject matter expertise in the field of Operational Support Systems / Event Monitoring including pre-sales and business development
- Provisioning of OSS services to the ongoing managed services (either as a technical subject matter expert or as a technical team leader, depending on requirements)

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
- 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

The ideal candidate would be educated to degree level or have equivalent industry experience with the ability and willingness to share their expertise and knowledge with peers within the organisation. It is critical that the candidate can demonstrate strong attention to detail with a customer-focused attitude and that they have strong written, verbal and presentation skills.

They must also demonstrate strong technical skills in 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
- 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)
- Knowledge of BMC TrueSight is desirable

To be considered for this exciting role please send an up to date CV to careers@netconsulting.co.uk, highlighting your relevant experience and knowledge.