

Job Title: Technical Consultant	Contract type: Permanent
Department:	Date: April 2017
Reporting to:	Contact: recruitment@kerridgecs.com

Position Overview

- Kerridge Commercial Systems (KCS) is the market leader in developing and delivering fully integrated business management solutions for distributors, suppliers, resellers, wholesalers and merchants. Our mission is simple: to design, implement and support high performance systems that enable our customers to source effectively, stock efficiently, sell profitably and service competitively.
- The technical Services team provide customers with Technical installation services on all of the KCS products from Server installation, software installs, Software upgrades, managed services and training for customers.
- **The role involves travel (your own vehicle and a valid passport is an essential part of the role) to customer sites in SA as well as surrounding countries. You may also be required to travel to our other offices in the UK and overseas.**

Main Duties and Responsibilities

- Installation and configuration of operating systems for KCS Product Sets on site and in the office
- Installation and Upgrades of System Software
- Provide pre-sales Support at a Technical level for the Sales Team
- Provides 3rd Line Support to Support team
- As one of the main points of Kerridge contact for Customers, the Technical Consultant will be expected to project a professional image at all times and to build up and develop good relationships with Customers and other Kerridge Departments.
- Providing pre-Sales Support at a Technical Level For the Sales Team
- Designing System Solutions to support the delivery of OneOffice, K8 and associated Products
- The Installation and Configuration of the Kerridge Product Set
- The Installation and Configuration of Windows, Linux, Unix and AIX Operating systems
- The Installation and Configuration of Oracle and SQL Server databases for the OneOffice product
- The Installation and Configuration of Servers, configuring the hardware, disk and then installing the operating system
- Setup and Configuration of Remote Connections and Firewalls for Customers
- Setup and Configuration of 3rd Party products including IBM Websphere, Windows Domains, MS Exchange, Backups and Crystal Reports Server
- Provide 3rd Level Technical Support to the customers
- Undertake regular Managed Service tasks for contracted customers including performance analysis, healthchecks and associated documentation
- Continually and pro-actively acquire and retain knowledge of Kerridge products and systems and assist other Support personnel to do the same
- Proactively reviewing procedures for System installations ensuring that Best Practice is being followed
- Providing cover for the Support teams during peaks in workload
- Reviewing new technologies that are used within K8 and OneOffice and ensuring that the team are exposed to these and relevant training given
- Undertaking any other projects as required by their Manager

Knowledge and Experience

- A Computer Science degree, or degree with a large element of computing, or equivalent qualification
- An in-depth understanding of Unix / Linux and Windows operating systems
- An understanding of computer architecture, print systems, networks and databases
- Prior Implementation and Technical Consultancy experience
- Be able to investigate unfamiliar problems and generate an effective solutions in a systematic and logical manner
- Be able to investigate new technology and obtain the knowledge to use this
- Have excellent customer care and strong interpersonal skills
- Project a professional image
- Be adaptable and work as an effective member of a team
- Be organised and manage own workload efficiently
- Maintain a professional standard of communication at all levels
- Work conscientiously and use own initiative
- Be calm under pressure and manage stressful situations
- Adopt a positive, pro-active approach to work
- Actively seek responsibility
- Take the wider outlook on issues and think laterally
- Have the ability to undertake consultancy tasks on customer sites

Remuneration:

- The salary and package are commensurate with the role and experience

To apply, please email a copy of your most recent CV to recruitment@kerridgecs.com