Techtonics

Information Management Consultants

Roles Description and Capability Framework

January 2021

The Position

The primary function of IM consultants is to provide consultancy and technical services in the evolving range of information management solutions offered by Techtonics, including research, implementation, development, support, and advice on matters within the employee's fields of expertise. Alongside providing chargeable client services, some internal projects will be required.

Functions of the Role

This section describes the main functions of the role. Other functions or tasks may be required from time-to-time, depending on client and/or business needs and team members' areas of expertise.

Key functions of the role

Function	Key Tasks
Product knowledge and sales	• Develop a broad understanding of all services offered by Techtonics • Provide strategic roadmap advice for clients, including advising on current trends to deliver business value on clients' investment • Identify and progress areas for improvement and added value for clients
Client support	• Provide Tier 1 and 2 support, by phone, email and the customer portal • Take responsibility for the resolution of assigned queries • Be available for on-call and after-hours work as required • Provide workshop facilitation, demonstrations, and documentation • Complete application monitoring and operational management tasks • Support information gathering and monthly report compilation

Consulting	• Complete tasks as assigned by the Team Leader, Project Manager or Service Delivery Manager
	• Take ownership of problems and follow them through to resolution
	• Provide relevant, useful, proactive support and advice
	• Regularly update the team, Project Manager and Service Delivery Manager
	• When required:
	  o Carry out on-site assignments
	  o Be available for after-hours work

Projects	• Collaborate with clients to understand solution requirements • Translate requirements into functional and technical design documents • Participate in project teams to deliver solutions

Additional functions of the Senior and Lead Consultant roles

Function	Key Tasks
Product knowledge and sales	• Assist with the preparation of, participate in, and sometimes lead, demonstrations to clients of Techtonics' products and services • Identify and develop client opportunities and agree a pipeline of work
Client support	• Manage client relationships effectively • Provide high-level support for complex queries and issues • Provide proactive leadership to clients around their ECM solutions • Problem and issue management including incident management, troubleshooting and root cause analysis
Consulting	• Provide estimates for assignments to deliver on schedule and budget • Analyse, design, plan, execute and evaluate work to time, cost and quality targets • Negotiate for the resources (people, programmes, technical expertise etc) to support operations and maximise business performance • Support assigned junior staff to complete allocated work • Facilitate collaboration between stakeholders with diverse goals • Mentor colleagues
Leadership	• Lead the delivery of appropriate, quality work by project and client teams in area(s) of responsibility • Be accountable for solution architecture, coding standard, source control, deployment documentation • Provide technical leadership and mentoring to team members • Demonstrate leadership to clients and Techtonics colleagues

Additional functions of the Lead Consultant role

Function	Key Tasks
Leadership	• Lead large-scale and complex projects, enhancing the reputation of the organisation and relationships with key stakeholders • Contribute to the leadership of the IM team as an advisor and role model, by championing organisational strategy, plans and values
Specialist consultancy	• Use specialist expertise to deliver exceptional quality, fit-for-purpose work that sets the standard for Techtonics' consultants

Reporting Lines

- Team members report to the Team Leader Information Management and have no direct reports

Personal Attributes

- Honest and forthright
- Organised and self-disciplined, with good prioritisation skills
- People-focused and enjoy working collaboratively
- Committed to excellent service delivery
- Articulate, well presented and confident
- Proactive in professional development

Ways of Working

- Contribute to and support Techtonics' goals, vision and values
- Manage workload effectively and keeps commitments
- Stay up-to-date on relevant and required technology and methodologies
- Participate in, and help to foster a positive company culture
- Communicate clearly and regularly
- Share knowledge with colleagues, and learn from them
- Always consider customer and end users' perspectives
- Behave ethically and with integrity in all interactions

Technical Experience

	Associate	Technical Consultant	Senior Consultant	Lead Consultant
Experience with content/records management software AND/OR with enterprise application support	Desirable	Essential	Essential	Essential
Experience with software development and programming, incl. scripting, coding, testing, troubleshooting and de-bugging	Desirable	Essential	Essential	Essential
Experience with installations, implementations and upgrades AND/OR with migrations	Desirable	Desirable	Medium-sized projects = Essential	Large-scale projects = Essential
Experience with relational databases, incl. writing queries, and table/inner/outer joins	Desirable	Desirable	Desirable	Essential
Experience with developing and managing integrations between content/records/data systems and other systems (eg M365)	Desirable	Desirable	Desirable	Essential
Experience building relationships with clients and end users	Desirable	Essential	Essential	Essential

Software Proficiency

	Associate	Technical Consultant	Senior Consultant	Lead Consultant
OpenText Content Suite	Not needed	Desirable	Proficient	Proficient
.Net (pref C#)	Desirable	Desirable	Desirable	Proficient
MS SQL	Desirable	Desirable	Desirable	Proficient
SharePoint	Desirable	Desirable	Desirable	Proficient

Qualifications

	Associate	Technical Consultant	Senior Consultant	Lead Consultant
University or technical degree in a relevant subject, or equivalent level of work experience	Not needed	Desirable	Essential	Essential

Key Performance Expectations

Area	Key Benefit	Indicators
Quality	Ensuring everything we do delivers value	• Client satisfaction is high • Solutions are long-lasting
Delivery	Balancing time, cost and quality	• High-quality solutions are delivered within the agreed time and effort parameters
Utilisation	Delivering value to clients through billable services	• 80% billable hours delivered • No billable time is written off • No work is re-done
Record Keeping	Keeping accurate and timely records of work performed	• Timesheets are updated daily, and Service Desk tickets and Workplans are accurate
Reporting to Management	Self-monitoring of progress, and escalation of any risk	• Time, cost and quality parameters are not unexpectedly breached
Operational Processes	Adhering to the processes that help Techtonics run smoothly	• Appropriate processes are used • Work is visible and traceable
Selling	Recognising and driving opportunities for selling Techtonics' services	• A pipeline of chargeable client work is identified and agreed
Internal Communication	Communicating effectively with colleagues	• Colleagues feel they're kept informed • Questions/Issues are raised appropriately
Teamwork	Working closely with colleagues and sharing effort	• The team is strong and effective • The team is meeting its goals

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