

Why 848 Group?

Join a rapidly growing Managed Services department, with a leading provider of Business Changing IT.

JOIN A RESPECTED TEAM

848 are a dominating player in the industry. As well as holding 13 Gold and 4 Silver Microsoft Competencies, and a wealth of accreditations, 848 also have high-profile partnerships with industry leaders such as Ricoh and Deloitte.

We also take pride in our non-profit work with Alice Charity and educational facilitators as a Microsoft Education Reseller.

JOIN A VALUED TEAM

848 is continuously raising the bar for software, hardware and services provision. Our outstanding growth has partly been due to our values and company culture.

We believe in a healthy work/life balance and facilitate remote and flexible working. We can offer exceptional professional development opportunities and further training, guided by an accomplished and highly experienced leadership team.

You can also enjoy a modern and relaxed working environment, that has a friendly, people focussed ethos.

If you want to help disrupt the Cloud IT market, or make a tangible impact to an already dynamic, flourishing business, then a growing career with 848 is the goal you need to set.

Contact us today!

COMPANY

The 848 Group

LOCATION

Unit 7 Marconi Gate,
Staffordshire Technology Park
Stafford
ST18 0FZ

SERVICES

IT Professional Services,
Dynamics 365 Experts,
Experienced Managed Support
Provider (MSP)

NUMBER OF STAFF

50+

KEY CONTRACTS



MATT JACKSON

FUNCTIONAL CONSULTANT (DYNAMICS 365 SPECIALIST)

"I believe we stand out from the competition as we lead with a client's needs and requirements in mind; rather than pigeon-holing clients by vertical or industry for ease of delivery.

Instead, we pride ourselves on being able to speak frankly and honestly to clients about what it is they require and how best to achieve this – relying on the wealth of experience and skills in our professionals throughout the four pillars of the group."

Productivity Consultant

Reports To: Director of Consulting



POSITION OVERVIEW

The purpose of this document is to provide a job description for the role of Productivity Consultant.

The role of Infrastructure Consultant is to support all areas of the business's clients, defining, designing and implementing new technical solutions for clients and potential clients, onboarding new infrastructure solutions with either internal, 848 or 3rd party support teams, and an escalation for the managed services team supporting existing clients (second and third line) to remediate complex technical customer problems.

The position will generally be split as follows, however will flex dependant on the business needs:

- Project Delivery: **75%**
- Support: **15%**
- Project Innovation: **10%**

MAIN RESPONSIBILITIES AND DUTIES OF THE ROLE:

The role is highly customer focused and requires excellent technical and communication skills to ensure a high degree of customer satisfaction.

The role is predominantly based at a customer location across the UK with occasional overseas requirements. Travel to and from these locations will be required, consecutive days may require overnight stays. Where customer permitted some work maybe delivered from either 848's Client Services office in Stafford, home or customer locations depending on the specific nature of the current project.

Project Delivery Responsibilities:

- **Lead in the delivery of projects to our clients based on around the Microsoft stack, including complex on-premises, cloud and hybrid cloud environments**
- Deliver high quality design and configuration documentation
- **Post project onboarding of solutions with appropriate support teams**
- Provide technical assistance to other members if the consultancy team

Support Responsibilities:

- **Provide 3rd line interface with customers for the Microsoft technology stack. N.B. There may be a need to support 1st line activities as the business need dictates**
- Work with Managed Service Manager and Service Managers on any reporting requirements
- **Provide SME support for problem escalations**
- Create and maintain knowledge base articles around core internal and customer technologies
- **Mentor junior members of the managed services team to develop skill sets**

Project Innovation Responsibilities:

- **Lead in the design and implementation of 848 Internal IT with a view to creating commoditised offerings for our clients**
- Support the sales team in the Innovation of qualified solutions for clients and prospective clients based on the Microsoft stack and any supporting technologies
- **Support the Marketing team in developing appropriate collateral to support standard offerings**

SKILLS AND EXPERIENCE REQUIRED:

The following skills are necessary for the role of Productivity Consultant:

- **Proven interpersonal and communication skills, both written and verbally, particularly in relation to technical consultations with customers**
- A strong ability to articulate technical scenarios to non-technical stakeholders
- **A strong ability to write technical documents for various stakeholders, including, but not limited to, technical Standard operating Procedures, client proposals and client reports**
- Excellent organisation skills, with an ability to manage multiple simultaneous demands
- **A proven ability to work both independently and as part of a team**
- Familiar with the entire Microsoft infrastructure stack
- **A subject matter expert in at least two Microsoft disciplines**
- A good understanding of fundamental networking technologies
- **A good understanding of supporting technologies, such as, but not limited to, client hardware, enterprise infrastructure, LAN/WAN/WLAN technologies**
- Enthusiasm for new and emerging technologies

QUALIFICATIONS:
The following items are essential:



MCSA Office 365 or Associate level qualification relating to Office 365 technologies



Have, or be actively working towards an expert level Microsoft certification in at least one proficiency, such as Microsoft 365 Certified Enterprise Administrator Expert

EXPERIENCE:

The following areas of experience are crucial to the role of Productivity Consultant:

- **All Microsoft 365 components, including, but not limited to**
 - Microsoft Office 365 – Exchange Online, SharePoint Online, OneDrive, Teams, Flow
 - Client management technologies such as Microsoft Endpoint Manager
 - Enterprise Mobility and Security
 - Advanced Threat Protection

The following areas of experience are desirable to the role of Productivity Consultant:

- **Microsoft Server on-premises technologies, including, but not limited to**
 - Windows Server and all Windows Server roles and features
 - Windows 10 and Windows 10 delivery methods
 - SQL Server
 - Exchange
 - System Centre Suite
- **Microsoft Azure (IaaS, PaaS, Administration)**
- **VMWare vSphere**
- **Citrix Virtual Apps and Desktops**
- **Enterprise Hardware from major vendors (Dell, HPE Lenovo etc.)**
- **Enterprise Storage**