

# Job Description

## Technical Consultant

**Role:** Technical Consultant

**Team:** Technical Team

**Reports To:** Lead Technical Consultant

**Direct Reports:** N/A

**Key Relationships:**

Internal: Project Managers, other developers, technical and functional consultants

External: Clients

**Purpose of Role:**

The technical consultant will operate at the forefront of technology, providing innovative and tailored solutions where out-of-the-box falls short. This isn't a pure Salesforce role; in order to deliver customer success we require diverse integrations and frontend technology skills and you will be a key part of that approach. This role provides the flexibility to Trailblaze new applications, languages and processes to improve our service offerings.

You will support the team with your technical know how, critical thinking and problem solving skills.

Responsibilities	Deliverables/Outcomes
Technology based problem solving:	<ul style="list-style-type: none"><li>• Involvement in pre-sales process</li><li>• Involvement in client discovery</li><li>• Proposal writing</li><li>• Keep up to date on relevant technology developments so can recommend custom solutions for clients as appropriate</li></ul>
Solution design and build	<ul style="list-style-type: none"><li>• Build out custom solutions within Salesforce using Apex, etc</li><li>• Build out front-end solutions utilising Javascript, HTML, etc</li><li>• Utilise other programming languages to build external (to Salesforce) solutions</li></ul>

Project Management	<ul style="list-style-type: none"> <li>• Work closely with our Project Managers to create and assist in the writing of Stories, Epics and Acceptance Criteria / Business Driven Development or Test Driven Development.</li> <li>• Ensure all tasks written and updated in jira</li> <li>• Log all time through Jira/Harvest ensuring billable hours target is met weekly</li> <li>• Ensure deadlines are met</li> <li>• Provide status updates to project managers as required</li> </ul>
Customer Service	<ul style="list-style-type: none"> <li>• Deliver exceptional customer service when client facing</li> <li>• Demonstrate a can do attitude and solutions focused approach</li> <li>• Creating documentation and 'how to' guides for end users of the software and solutions developed</li> </ul>
Relationship Management	<ul style="list-style-type: none"> <li>• Take part in team stand-ups and internal meetings as required</li> <li>• Collaborate with colleagues and clients to achieve the best outcomes for our business and our clients</li> </ul>
Health & Safety	<ul style="list-style-type: none"> <li>• Follow all relevant health and safety procedures</li> <li>• Raise any concerns and notify of any workplace incidents</li> <li>• Take all practicable steps to avoid workplace incidents</li> </ul>

## Career Path

Senior or Lead Technical Consultant

### Person Specification:

#### Essential Skills

- 2+ years experience in a similar role
- Passion for Salesforce suite of products
- Experience with Apex, Java or similar languages
- Experience with Javascript, HTML and CSS frameworks such as Bootstrap, React
- Experience with version control like Bitbucket, Git, Github, etc

- Salesforce certifications a plus
- Experience of CI/CD framework a plus
- Track record of successful delivery/implementation
- Experience working in an agile environment
- Comfort/familiarity with the following: Confluence, Jira, or task management systems
- Ability to communicate technical problems into plain english for clients and colleagues
- Excellent time keeping
- Strong attention to detail

Essential Attributes:

- Can do attitude and approach to problem solving,
- Keep up to date with the latest digital trends and developments and love tinkering with new tools
- Excellent communication skills, not afraid to ask questions and has the ability to communicate clearly and simply to all levels internally and externally.
- Customer friendly
- Team player - works well with all kinds of people