

Argentina Jobs Expertini®

Professional Services Technical Consultant

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Company: Fortra

Location: Argentina

Category: computer-and-mathematical

Problem Solvers. Proactive Protectors. Relentless Allies.

Ready to join us? Let's get started.

The Professional Services Consultant is responsible for deploying software solutions within our customer base in the field. This position is a customer facing consulting role that requires exceptional collaborative skills and the ability to build strong partnerships with various cross-functional groups throughout our customer base and within the business. This role requires the ability to travel extensively and work directly with customers on a regular basis.

Occasionally, this position will require delivery of formal training to customers and partners on projects.

WHAT YOU'LL DO

Technical mastery of at least one product with associated product applications OR one highly specialized field skill such as: integration with 3rd party products using API's, NERC CIP solution delivery, or Information Systems Security

Develop custom scripts, utilities, or integrations to fulfill customer needs

Collect infrastructure technical requirements, create implementation and production deployment procedures for Fortra products to interoperate and work within customer's environment

Support projects by delivering timely status updates to internal and customer teams

Ability to troubleshoot technical issues to resolve customer problems

Execute customer/project requirements and escalate issues to leadership when necessary

Deliver services and support both onsite and remote

Assists PMO to define the project scope, goals, and deliverables and report on progress

Authority to act within defined policies inside area of expertise/knowledge as directed

Support Services revenue objectives by maintaining 75% billable utilization

Other duties as assigned

QUALIFICATIONS

2-3+ years of experience in Consulting, Customer Success, Services Coordination, Support or Training

Excellent communication skills with both technical and non-technical audiences

Solid problem-solving skills

Good aptitude for troubleshooting

Fundamental understanding of network connectivity, web interfaces, end point management and software deployment

Experience with successfully managing external stakeholders through conflict resolution

Proactive, adaptable, and receptive to feedback

Scripting experience with C# and/or PowerShell is required.

RPA experience is highly desired.

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