

System Integration & Support Consultant

1. GENERAL DESCRIPTION

Job Title	System Integration & Support Consultant
Business Unit	System Integration & Support Services
Department	Network Design & Installation
Section	N/A
Supervises	N/A
Reports to	Networks Design & Installation Lead Consultant
Based at	<i>Saudi Arabia with regular travel to the Middle East and Gulf Region</i>
Salary Range:	<i>Compensation will be commensurate with experience, but overall compensation will be results-based, goal oriented.</i>
Career Plan:	<i>Solid career advancement opportunities and superior benefits available</i>

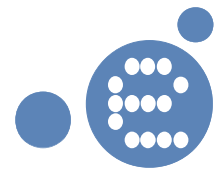
2. SCOPE OF WORK

Provide consultancy, implementation and support services for network infrastructure technologies issues. Responsible for gathering customer technical requirements and then carefully perform successful network installations.

3. RESPONSIBILITIES / ACCOUNTABILITIES / AUTHORITIES

A - RESPONSIBILITIES / ACCOUNTABILITIES

- Provide network solutions to customer inquiries regarding availability, collaboration, security, bandwidth capacity, disaster recovery...
- Clarify client's system specifications, understanding their work practices and the nature of their business; travel to customer sites.
- Liaise with staff at all levels of a client organization; define software, hardware and network requirements, analyze problems and make recommendations.
- Preparation of project charter whereby the goals, objectives, risks, assumptions, work breakdown structure, bill of quantities and deliverables are identified and defined.
- Develop agreed solutions and implement the new systems; help clients with change-management activities; purchase systems where appropriate.
- Provide advanced routing and switching design and configuration.
- Provide advanced security design and configuration.
- Provide advanced unified wireless solution design and configuration.
- Provide advanced data center solution design and configuration.
- Using the lab prior to applying live at the clients' site. This should include checking the functionality of equipment and putting the proper configuration.
- Work on internal software by closing tickets and properly documenting the solution and lesson learnt.
- Design, test, install and monitor new systems.
- Prepare documentation and present progress reports to customers.
- Organize training for users and other consultants, and share lessons learned with other company members, through proper and detailed documentation of all support and project related calls.
- Create Microsoft Visio network design to assist in pre-sales initiatives, and after sales.
- Document project implementations including but not limited to operation guide, configuration, IT policies, reports and the like.
- Handling changes to the network infrastructure (handling links & trouble shooting issues) (Security).
- Reports progress on a daily basis to his direct supervisor, Project Manager, and Client on actual work performed and % completion.



- Carrying out the tasks assigned by the implementation team by using EG's tools (WEBEX, 3G, etc.) for local or outsourced users.
- Closing OIL and support cases in a timely manner.
- Carrying out the tasks assigned by the implementation team by using EG's tools (WEBEX, 3G, etc.) for local or outsourced users.
- Be familiar with clients procedures, templates & processes
- Be familiar with the network infrastructure (production network & labs)
- Propose new ideas for security optimization
- Ensure the proper maintenance and safekeeping of its documents and files.
- Report periodically on the status and progress of his/her activities and achievements to his/her direct manager.
- Stay up-to-date with the latest developments in his/her area of work.
- Undertake any other duties assigned by his/her direct manager.
- Comply with Edarat Group' Policies & Procedures and any other related documentation.
- Implement Edarat Group's vision, mission statement, objectives and goals.
- Implement the Quality Policy.

B - AUTHORITIES

- Provide network solutions to customer inquiries regarding Anti-Virus, network security, bandwidth capacity, and internet connectivity ...
- Design, plan, install, test, and monitor new systems

4. SKILLS

- CISCO – Microsoft specialization certifications
- Time Management
- Communication Skills
- Problem Solving
- Negotiation skills
- Intermediate TCP/IP and internetworking protocol knowledge
- Routing and Switching Protocols for LAN, VLAN, and WAN
- Security and Firewall Settings (VPN, DMZ, IDS...)
- Excellent written and verbal skills
- Ability to work in team environment
- Excellent organization skills with detail AND accuracy
- Excellent documentation skills with detail AND accuracy
- Ability to multi-task and manage multiple small projects and installations
- Ability to understand and deliver high quality customer service
- Experience in IT operations and an actively contributing team member in project based work
- Strong computer literacy skills (MS Word, MS Excel, MS PowerPoint, MS Visio...)