



# Senior Consultant – Job Description

BCC International Team

## Senior Consultant

We are looking to add a senior consultant to our international team. You will be mainly working from home and would be required to travel. The job role is diverse and gives you the opportunity to be involved in many aspects of our customer relationships.

### Your responsibilities will include:

#### Pre sales:

- Supporting the Sales Manager with all aspects of responding to customer leads
- Gather customer technical requirements and report these in the CRM
- Responding to customer technical questions during the presales phase
- Technical online presentation to customer:
  - Create customer presentation, based on customer technical requirements
  - Customise demonstrations to answer customer specific issues and challenges
- Specify, plan and deploy BCC products in a Proof of Concept engagement with the customer
- Report back to the Sales Manager any progress or issues with any customer lead

#### Services:

- Provide professional service to BCC customers in the following areas
  - Implementation of BCC Identity Management Solutions for Domino, Office 365, Active Directory
  - Implementation of BCC Security Solutions for Domino
  - Using BCC Mail Migration Engine to migrate from:
    - IBM to Microsoft
    - Office 365 or Microsoft Exchange to Office 365 migration
  - Implementation of BCC software at customer site (mostly remote but on site if required).
- Whilst working with customers gather information that could further enable BCC to assist with the customer's business challenges by deploying other BCC services or solutions.
- Providing feedback and lessons learned to improve customer experience during presales and implementation

#### Post-Sales Support:

- Ensure customer issues are logged correctly and in a timely manner with the support team.
- Maintain the relationship with support and the customer during the ongoing ticket until successful resolution
- Ensuring that the customer's problem is resolved either via support or you directly

#### Lead Generation Activities:

- Attend events and present BCC products to customers (Local and International travel required)
- Speaker engagements at events

**Required Skills and Experience:**

- IBM Domino / Notes – solid understanding and working practice
- MS Exchange / Office 365 - good knowledge and experience
- Active Directory – good knowledge and experience
- Presentation Skills – Be able to create and deliver clear and concise presentations to customers and internal skills transfer

**We offer you:**

- A diverse job in a dynamic and innovative work environment
- An open and honest working atmosphere with the opportunity to implement your own ideas
- The possibility of professional and personal development

**To Apply:**

- Please send a copy of your CV to [stepanie\\_heit@bcc.biz](mailto:stepanie_heit@bcc.biz)
- Apply via the website: [www.bcchub.com/jobs](http://www.bcchub.com/jobs)

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