

# JOB DESCRIPTION

POST DETAILS	
<b>Job Title</b>	Consultant
<b>Department</b>	Services
<b>Reports to</b>	Principal Consultant
<b>Direct reports</b>	None
<b>Grade</b>	3 /£20,000 - £32,000
JOB PURPOSE	
<p>To provide consultancy, technical support, guidance and advice on GIS products and solutions for all customers including the development and delivery of a programme of professional GIS consultancy, data management and training services.</p> <p>To assist with the development of the Company's consultancy service strategy and portfolio.</p>	
ROLE AND RESPONSIBILITIES	
<p><u>Consultancy Services</u></p> <ul style="list-style-type: none"> <li>Assist with the provision of consultancy services including project management, business/technical analysis, solutions development, implementation, data management, bureau services, training and support.</li> <li>Assist with the delivery of training services and with the development of new training opportunities with customers and business partners.</li> <li>Assist with the provision of data management services to support the Company's product/service portfolio.</li> <li>Assist with the provision of customer support, advice and guidance for GIS solutions provided by the Company in accordance with Service Level Agreement timescales/targets.</li> <li>Assist with the management of small to medium scale projects, ensuring that they are delivered cost-effectively, within appropriate time, cost and quality constraints.</li> </ul> <p><u>Resource and Performance Management</u></p> <ul style="list-style-type: none"> <li>Assist with the provision of appropriate management information and performance indicator information to enable the team to report on the status, cost and resource utilisation of consultancy and support services.</li> </ul> <p><u>Service Management</u></p> <ul style="list-style-type: none"> <li>Operate, and administer systems used to provide servicedesk and customer support activities in accordance with customer Service Level Agreements.</li> <li>Contribute to the review of customer SLAs to ensure required performance standards are met.</li> </ul> <p><u>Service and Product Development</u></p> <ul style="list-style-type: none"> <li>Assist with the design, development, testing, implementation and user training of new products including producing and maintaining user documentation.</li> <li>Contribute to the ongoing development of the Company's consultancy service strategy and service portfolio.</li> </ul> <p><u>Team and Company</u></p> <ul style="list-style-type: none"> <li>Adopt and continuously improve company standards for project management, software development methodologies, and system administration and quality management</li> </ul>	

(QMS).

- Assist with pre and post sales technical consultancy in collaboration with colleagues in the Products, Services and Business Development teams.
- Research and stay abreast of GIS industry trends, and wider IT market trends, sharing knowledge with colleagues as appropriate.
- Assist with the support and where appropriate identification of key business development opportunities and initiatives including attending demonstrations, helping with preparation of bids and proposals for potential clients.

**PERSON SPECIFICATION**

<b>Experience</b>	<ul style="list-style-type: none"><li>• Working knowledge and proven use of Open Source and third party GIS desktop, web and database products</li><li>• Experience in planning, designing and delivering technical consultancy services</li><li>• Working knowledge of Ordnance Survey and other third party data supplier products.</li><li>• Experience of providing servicedesk and customer support services.</li><li>• Experience of data management policies, standards, procedures and practices.</li><li>• Good understanding of geographic information, spatial technologies and related standards.</li><li>• Working knowledge of business systems analysis and business process design</li><li>• Experience of software development using GIS solutions</li><li>• Experience of project management and related methodologies.</li></ul>
<b>Skills</b>	<ul style="list-style-type: none"><li>• Good service management and customer relationship management skills</li><li>• Good written and verbal communication and organisational skills.</li></ul>
<b>Qualifications</b>	<ul style="list-style-type: none"><li>• A degree in GIS, information systems, computer studies or related discipline.</li></ul>
<b>Competencies</b>	<ul style="list-style-type: none"><li>• Ability to work independently with minimal supervision;</li><li>• Capable of hands on problem solving with ability to generate new ideas and solutions.</li></ul>

**Sign-off**

Signature of postholder and manager, signifying agreement to the job description.

**Postholder:**

**Name**.....

**Signed**.....

**Date**.....

**Manager:**

**Name**.....

**Signed**.....

**Date**.....