JOB DESCRIPTION

Job Title: Technical Solutions Consultant   Reports to: Solution Delivery Manager
Location: Davidson, NC or home office   Department: Professional & Managed Services
Job Grade: FLSA Status: Exempt

Summary job description

Work with current and potential clients to architect and implement MES solutions with other professional services team members. This includes initial architecture concepts, creating specification documents, installation and configuration of software, testing, and Go Live support. This individual will be involved with the entire process from initial sales meetings through discovery and site assessments and project execution with closeouts.

Essential job functions

- Work independently and as part of a project team to provide technical services for clients that could include:
  - Technical discoveries
  - User requirements definition
  - Systems assessments
  - Solution development services
  - Technical project oversight
  - Implementation services
  - Technical documentation of above
  - Solution support services
  - Report development services
- Engage directly with our consultants and clients via telephone, email, virtual meetings and on-site as required
- Serve as Technical Lead during customer requirements analysis meetings and interviews to collect project business and technical information and then support the Program Manager or consultants in generation of the base document and technical estimate
- Provide technical input for customer engagements exploring improvements via process changes supported by technical solutions
- Develop and provide technical leadership to implement solutions by configuring product applications and customizing them to project needs
- Develop a trusted advisor status through ongoing relationship development and assistance to project client accounts
- Engage specific System Integration partners and manage technical relationship for specific project functions and awareness of suitability for participation in client projects

Minimum job requirements

- **Education:**

  - BS Degree in Computer Science or Engineering disciplines or equivalent demonstrable skill acquisition combined with work experience

- **Recent Experience/Skills:**

  - Demonstrated experience with Aveva/Wonderware solutions including:
    - MES (Performance, Operations, and Quality)
    - Work Tasks
    - System Platform components like App Server, Historian & InTouch
  - Demonstrated experience with Relational Databases design/implementation experience providing database served reporting and analytics in Windows environments (Minimum 5 years)
  - Demonstrated experience with Windows Server platforms (Minimum 3 years)
  - Demonstrated experience Visual Studio ASP.NET (Minimum 2 years).
    Languages should include:
    - Databases: SQL
    - Programming: .NET C# and/or VB
    - Web Apps: HTML5, CSS, JavaScript and others
  - Experience using SCADA/HMI data sources (Minimum 2 years)
  - Experience in developing Requirements, Design, and Technical Specification documents including data-based systems and data integration (Minimum 2 years)

- **Preferred Skills:**

  - Experience interfacing with ERP Systems such as SAP.

- **Demonstrated Traits:**

  - Ability to be a technical team leader
  - Excellent interpersonal skills; ability to engage at all levels of the client organization from operator to executive
  - Proven analytical and troubleshooting skills
  - Detail oriented
  - Organizational and follow-up/through skills
  - Strong communication skills
  - Self Starter desiring to learn and be challenged technically and in understanding product/process applications to the client environment
  - Proven success in taking initiative to plan for and resolve issues
  - Willing to travel and work interdependently in a remote setting (about 50% overnight)

Supervisory Responsibility: none

Work Conditions: General office or home office environment and customer manufacturing site visits. May require standing, walking, climbing stairs, light lifting, sitting, etc. Some elevated noise levels exposure. Up to 30% overnight travel required.