

Technical Consultant (UAE Driver's license is a must)

BlueRidge IT- Dubai Silicon Oasis (United Arab Emirates)

Job Description

BlueRidge IT is looking for an I.T. professional with experience in on-site customer contact and support through system administration skills especially those concerning IT Infrastructure, Application Management, CRM & ERP Solutions, and Cloud Computing. I.T. professional must hold a UAE Resident and UAE Driver's license.

Key Result Areas

This position involves providing clients with BlueRidge ITs' solutions and consulting services:

- Cloud Solutions such as Office 365, Windows Intune, Windows Azure
- Microsoft Infrastructure Products such as:
 - Windows 2012 Servers and Domains
 - MS Exchange
 - MS SCCM and SCOM
 - Hyper-V Server Virtualization
 - MS SharePoint
 - Lync
 - MS Dynamics ERP and CRM
- IT Service Management Solutions, such as HP, Manage Engine, IBM
- Methodologies for Workflow and Best Practices such as ITIL.

Desired Skills & Experience

Qualification and experience

- This position requires an understanding of the client's I.T. requirements and the ability to adapt the solutions BlueRidge IT has to offer so as to meet these requirements. The Technical Consultant must be comfortable dealing and coordinating with all levels of the client's organization including IT Management, Technical End Users, and C level management. This position requires generating value from both existing clients and new customers.
- A background/knowledge in the Information Technology Services and products is a must. Especially I.T infrastructure.
- Working knowledge of integrating user workstations, including MAC workstations, with aforementioned BlueRidge IT solutions and Active Directory as well as migration of their existing IT Systems.

- You will be a team player with a strong focus on technical support. Commitment and the drive to succeed is your mantra.
- Excellent communication, presentation and organization skills are also necessary.
- A minimum of 3-5 years' **UAE** experience at an intermediate to a senior level in the Information Technology industry, especially in system administration, technical support and/or consultancy.
- Must be a dynamic and enterprising achiever who welcomes the opportunity to grow with the company.
- UAE Driver's License and currently working and residing in the UAE

Duties

Mainly responsible for customer support, the candidate's tasks will include:

- Conducting on-site customer visits.
- Communicating with client staff and system users with keen attention to their needs. Applying or adapting technical solutions to meet these requirements as well as being able to explain/justify these suggested changes.
- Planning timescales and resources needed.
- Clarifying a client's system specifications, understanding their work practices and the nature of their business.
- Defining I.T. Infrastructure necessities, matching software solutions with appropriate hardware and network requirements.
- Developing agreed solutions and implementing new systems.
- Troubleshooting and repair services for clients when needed.
- Presenting solutions in written or oral reports.
- Helping clients with change-management activities.
- Designing, testing, installing and monitoring new systems.
- Preparing documentation and presenting progress reports to customers.
- Organizing and participating in training end-users and other consultants.
- Identifying potential clients; building and maintaining contacts.
- Communicating customer needs and requirements to project manager and internal departments.
- Ability to learn relevant new technologies and keep up with advancements/updates.
- Building and maintaining customer relationships.
- Preparing and executing presentations
- Experience providing general end user desktop/laptop/software support.
- Ability to recognize confidential and non-routine client information and handle appropriately. Maintaining client network security and integrity during change.

Requirement

- Bachelor's and/or Business degree in I.T., Information Systems Management or equivalent. ATTESTED DEGREE IS A MUST
- A Microsoft Certifications are a MUST
- Experience dealing with clients and end users.
- Providing support, troubleshooting and product training to client and key end users.
- Experience in in the Deployment, implementation, Configuration, and supporting MS infrastructure products especially MS Exchange, Active Directory, System Center, and Server Virtualization.
- At least 3-5 years' experience in the local UAE market.
- Mature and able to multitask.
- Communication skills
- Negotiating skills
- Basic business software product knowledge and ability to explain it to users in a lucid manner.

Company Description

BlueRidge IT is an emerging leader in Cloud Computing Services and Solutions. BlueRidge IT exhibits a broad range of cloud solutions, IT Transformation, and application Management solutions that enable our client's IT department to get in stride with the business and develop into sustainable, high-performing, value-added assets to their organizations.