

Technical Consultant

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, Systems Center, Operations, 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
 - Skype For Business Deployment and Integration
- 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 a technology solutions provider specifically focusing on Microsoft Cloud Solutions. These include Office 365, Windows Azure, Enterprise Mobility Suite, SharePoint and MS Dynamics 365. We hold Gold Competency indicating Microsoft's recognition of our expertise with their technologies and our proven record in surpassing customers' expectations.

Our staff have a passion for technology and specialize in providing consultancy and cloud solutions to organizations of all sizes, including but not limited to Healthcare, Oil and Gas, Government, Education and Professional Services.

What We Strive For

Mission & Vision

To provide our clients with innovative, secure, always up to date, and cost effective information technology transformation solutions that bridges the gap between Technology and Business.

Our Values

We are passionate about what we do...by providing our clients with the tools to maintain and embrace transformation, and we always steer away from procrastination tactics or ones that build consultant dependency.

Our Niche

Deliver compelling business benefits to any organization seeking to improve their IT department's prowess, enhance their skills and agility, reduce risk, and improve service levels and lower costs.

What We Do

Cloud Migration

As a Microsoft Gold Partner and your trusted Cloud Advisor, we can help you embrace cloud-based Solutions such as Office 365, Windows Azure, Windows Intune, EMS, CRM, and Dynamics 365. We handle everything on Microsoft Cloud. This includes Licensing, Hosting, Deployment, Migration, Operations and Support.

Application Deployment

We Create and deploy mission-critical business application that scale with your business. We provide hosted or on-premise application deployment services such as Enterprise Project and Portfolio Management Solutions, Microsoft Dynamics ERP & CRM, SharePoint Services, and powerful Azure websites and web apps.

Managed Services

As your Trusted Cloud Advisor, we offer you a complete IT service management solution supporting all your IT Infrastructure needs. Your systems can be monitored and supported both remotely and locally 24/7 by our managed IT services team while ensuring efficient operation with flexible offerings like Microsoft Azure, Office 365, and Dynamics 365.