

Position Title: Senior Consultant

Solution Area: Unified Communications

Department: Professional Service

Position Summary:

Senior Consultants at PointBridge contribute directly to our mission by working with customers to solve their business problems. You will solve these problems by working in an energetic, team-oriented environment collaborating with smart, motivated peers/mentors. Since this is a consulting position, you will be exposed to a wide variety of customers across a broad range of industries, giving you the opportunity to be working on new things and pushing the boundaries of your skills. Senior Consultants travel approximately 35% within the continental United States.

Senior Consultants are expected to reach a chargeability goal of 92%, and achieve high customer satisfaction responses. All employees should actively participate in their own professional development and embrace the PointBridge Core Values.

Job Competencies:

- Work independently or on a team to build, deploy, and migrate customers to Microsoft Unified Communications Platform including Exchange, Lync, and Office 365
- Participate in customer team meetings to gather business and technical requirements for projects
- Participate in team meetings to discuss ongoing project status and deliverables
- Apply and share knowledge; contribute ideas and opinions
- Participate in customer team meetings and lead conversations with senior client personnel to understand business requirements and present technical solutions
- Convey technical concepts clearly and confidently to non-technical people
- Understand the development lifecycle processes and applies our methodology effectively to client engagements; train and mentor others
- Develop accurate estimates and project plans for portions of a project; lead team meetings to discuss ongoing project status and deliverables; assist team in meeting project goals and timelines
- Convert business requirements into sound technical solutions including both high-level architecture and detailed design
- Architect complex systems that leverage multiple technologies, contain multiple layers, and/or integrate with multiple external systems
- Manage his or her own work with minimal oversight and proactively communicates status and risks to project leadership
- Direct the work of others including task management, quality management, and providing developmental feedback
- Adheres to, communicates and enforces PointBridge coding standards; train and mentor others
- Apply and share knowledge; contribute ideas and opinions

Knowledge, Skills, Certifications:

Senior Consultants must possess the following:

- Exchange 2003/2007/2010 deployment and migration experience
- Experience deploying and configuring Office Communication Server or Lync Server 2010
- Experience with Microsoft Online Services (Office 365 or BPOS)
- Experience with any of the following a plus: Cisco/ Avaya IP Telephony, Quest or BinaryTree migration tools, Lotus Notes and Groupwise migrations
- Achievement of Exchange or Lync/OCS Microsoft certification(s)

PointBridge Core Value and Competencies

PointBridge is an entrepreneurial environment for goal-oriented people looking to have visibility to ownership, wear a lot of hats, be well-rewarded financially, and be a contributing member of a championship team. You will work in an environment that rewards creativity and initiative. Our atmosphere was designed to encourage free flowing communication, respect, and teamwork. Candidates of PointBridge must exude and support the qualities that are core to the values of PointBridge:

- **CUSTOMER EXPERIENCE:** Delivering beyond expectations through not only the quality of our work but the quality of service we deliver to every customer
- **ENTREPRENEURIAL PASSION:** Ambition to aggressively drive growth embracing change and continuous improvement
- **TECHNICAL BRILLIANCE, TOTAL RELIABILITY:** Discipline in mastering our craft through pride, leadership, and accountability in our work
- **WINNING TOGETHER:** Teaming with, and respect for, co-workers, customers, partners and the community to build lasting relationships that drive results
- **INTEGRITY:** Delivering what we promise and always choosing to do the right thing

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The preceding job profile has been designed to indicate the general nature and level of work performed by associates within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of associates assigned to this contract. Additional duties may be assigned and may be subject to change at any time due to reasonable accommodation or other reasons.