TECHNICAL CONSULTANT

The purpose of this role is for a full time technical consultant. This role is part of our existing professional services (post sales delivery) team. This team delivers Intercede's credential management software solutions to our customers in government, aerospace & defence, banking, healthcare and other industries. The position is based in our Reston, Virginia office. Anticipated travel is 20% mainly within the Washington DC metro area, with some travel within the US. The position holder must be a US Citizen and capable of obtaining security clearances if necessary.

ACCOUNTABILITIES	
	1. Report to the Director of Technical Services, working closely with an Intercede Project Manager, other Technical Consultants and an Account Manager on each customer engagement.
	2. Become a subject matter expert with the Intercede software product set and how its capabilities can be applied to meet customer needs.
	3. Establish detailed hands on experience installing, configuring and using the Intercede software product set.
	4. Responsible for requirements capture, solution design and specifications, product installation, product configuration, product training, acceptance testing and go live support for various customers across the DC area and other regions.
	5. Create reports of work completed on the customer site as well as provide status updates to the Intercede Project Manager.
	6. Hand over projects to Intercede Help Desk Team upon completion.
	7. Capture and document requirements for changes and enhancements to existing customer solutions.
	8. Implement upgrades for existing customer deployments.
KNOWLEDGE, SKILLS AND EXPERIENCE	1. Minimum of 5 years technical hands on experience deploying enterprise security solutions. Minimum of 10 years total experience in software related organizations, either with systems integrators or software vendors.
	2. Business analytical skills and ability to understand technical requirements, communicating the problem and proposed solution effectively.
	3. Good problem solver with a proven ability to understand, isolate and resolve difficult problems with enterprise applications, networks, operating systems and integrating with other systems.
	4. Able and willing to exceed client and internal stakeholder's expectations.
	5. Educated to degree level with a strong Computer Information Systems and Information Technology competence.
	6. Self-starter, focused, high energy individual.
	7. Excellent communication, interpersonal and presentation skills in managing relationships with key internal and external stakeholders.
	8. Ability to think creatively as well as logically.
	9. Able to work under own initiative and as a member of a team.

	10. Able to work under pressure and to tight deadlines. 11. Technical Skills: • Windows Server Operating Systems • Domain and Directory Services • SQL Server • Networking Understanding and Troubleshooting 12. Knowledge of any of the following would be advantageous: • Cybersecurity Industry • Identity and Access Management • PIV or CAC Card Programs • Card Management Systems (CMS) or Identity Management Systems (IDMS) • PKI / CA's / HSM's • Smart Cards or Security Tokens