

ROLE PROFILE: Junior Technical Consultant

What the role is accountable for
You will be responsible for helping our clients efficiently from pre-sales activities and effectively implement industry solutions in all stages of the implementation lifecycle (discovery, configuration, testing, deployment, training, and post go-live support) to both new and existing customers.
Role reporting
Senior Technical Consultant/Team Lead
A typical day may include
- Develop and implement technical specifications - Understand functional specifications - Develop and implement Program Objects - Perform unit testing - Support other forms of testing - Support functional consultants in designing solutions for the gaps identified - Have a solid grasp of the problem that needs to be solved in order to choose the appropriate software and hardware. - Make modifications to get hardware and software to work together. - Conduct tests to verify that their plans are working correctly. - Do the necessary setup for the customer and work out any kinks that may arise. - Design manuals for the employees as well as teach them to use the new technology. - Troubleshoot unexpected problems that come up over time. - Manage the activities of the implementation of industrial software and support team (professional services team) and continuously improve in terms of customer satisfaction and service quality. - Deploy, configure and support our solutions to meet customer's documented business requirements, and assist customers with end-to-end system testing and troubleshooting. - Provide integration support such as explanation of available integration interfaces including their setup, testing, troubleshooting and after-sales support. - Perform technical training and transfer knowledge to customer's administrators. - Attend internal project meetings and provide status on progress of activities and deliverables. - Work on special projects to help increase efficiencies across our technical implementations. - Participate in system training and learn all aspects of system functionality. - Adhere to all health, safety, environmental, and quality policies and procedures.
Qualifications we look for
Essential Qualifications: - Grade 12 - National Diploma or Bachelors degree in computer science, information systems, or a related career field Preferred Qualifications: - Professional Certification
Experience we look for
- Function related experience: 1-3 years - Project experience: 1-3 years - Awareness and knowledge of Industrial control systems including Realtime platform (AVEVA PI, Historian, System Platform) SCADA, PLC and other OT systems and their functions

Other experience:

- Demonstrated ability to work independently and collaboratively with colleagues, customers and partners.
- Excellent communication skills, organizational skills, prioritization skills, documentation skills, problem-solving and analytical skills.
- Must be a self-motivated person with a drive for continuous learning and improvement.
- Must be presentable and self-confident.

Competencies

- Technical Learning Agility
- Problem Solving & Analytical Thinking
- Customer Focus
- Quality & Attention to Detail
- Collaboration & Teamwork
- Communication
- Planning & Organisation
- Initiative & Continuous Improvement