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# Example of Technical Solutions Consultant Job Description

Our innovative and growing company is searching for experienced candidates for the position of technical solutions consultant. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for technical solutions consultant

* Review, investigate, and resolve/escalate complex technical advertiser cases
* Collaborate with the Linkedin Global Customer Ops team to prioritize and manage escalated issues, keeping our internal and external customers abreast of status and timeline to resolution
* Report on escalation trends, top issues, and improvement initiatives
* Drive support readiness for new products and features
* Support our Enterprise Sales team in North America as the key technical resource to understand customer requirements, promote the sale of our products, and provide sales support
* Act as the primary technical interface on customer sales calls, evangelize LinkedIn
* Ensure successful large scale deployments of lynda.com by supporting clients with integration, authentication, and custom development efforts using APIs
* Answer product questions and provide basic technical support on the use of LinkedIn Learning Solutions
* Share product knowledge, best practices, and technical examples with clients in order to advance implementation completion
* Completes required training and skill development to support the client base, individual developmental needs, team objectives, department goals, and company initiatives

## Qualifications for technical solutions consultant

* Digital and direct-to-consumer experience (e.g., Retail, media, financial services, high tech)
* Hold entry level certification(s) in field of work
* Experience in networking/ telecommunications basic knowledge to include trouble shooting skills to enable support of a WLAN controllers, routers, switches, access points, LDAP, DHCP, Subnet, Active Directory, Office/Excel 2003 – 2010, considered a plus
* Potential to progress and take on additional responsibilities - quick learner
* Must have strong healthcare industry expertise, knowledge of payer and provider utilization management workflows
* Must demonstrate ability to effectively work across multiple McKesson functions, including sales, account management, client services, product management, business consulting, outside partners