



# Example of Consultant Support Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of consultant support. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for consultant support

- Provide back-up support to a full time Sales Support Consultant
- Interact with brokers and clients on a regular basis as required
- Responsible for resolving functional and technical questions or issues encountered at client sites
- Serves as primary support liaison between company and customer providing quality service
- Maintain a high level of customer satisfaction which is measured on a regular basis
- Represent the team in a number of other functional areas within the company
- Providing subject matter expertise on Value Added Products and complex solutions to support account managers
- Supporting customer migrations from legacy products to new products
- Providing pre-sales product support and demonstrations
- Implementing and training for solutions once sold

## Qualifications for consultant support

- Experience working in a healthcare or health industry environment
- Familiarity with healthcare job classifications and/or roles
- Experience working with confidentiality requirements as set by HIPAA, FERPA, federal, state and local regulations
- The ideal candidate would have some current certifications [Cisco CCNA,

- Extensive experience in network architecture design and implementation in a data centre environment
- Extensive experience with Loadbalancing and traffic shaping technologies including Kemp, and ideally knowledge with Microsoft TMG, Microsoft NLB and F5 loadbalancers