



# Example of Support Consultant Job Description

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Our company is searching for experienced candidates for the position of support consultant. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for support consultant

- Migration from legacy platforms to new platforms
- Implementing new customer systems
- Delivering training, understanding and demonstration of best practices, periodic review of customer system setup to maximise value, and clear reinforcement of the solution ROI to support renewal of contracts
- Ongoing training and support for customers
- Conducting solution reviews
- Regular liaison with, sales specialists and account managers to identify and co-operate on retention and revenue growth activities
- Liaise with product owners, sales specialists and account managers to ensure support required for existing and future products is provided to the senior management team for inclusion to the annual planning process
- Produce and advise product groups on Go to Market strategies
- Tradeshow execution and coordination
- Arrange photo shoots, write video scripts, shot lists (can include animations)
- Analysing and resolving Incidents raised by customers using supported software, ensuring that Service Level targets are met

## Qualifications for support consultant

- Experience working with technical and non-technical staff and end users
- Design and implementation of TACACS
- An in-depth understanding and experience of configuration best practice,

- Ideal candidate would also have in-depth experience with Office LAN's, VOIP and Printer networks
- Ability to learn various internal applications to assist the Sale team
- 2+ years of professional experience within Information Technology, Business, or Consulting field