



Senior Technical Solutions Consultant

Senior Technical Solutions Consultants will be expected to Lead projects of all sizes and complexity and be involved in multiple Cases.

This role requires a combination of deep technical expertise, business acumen and excellent communication skills to bridge the gap between client needs and technical requirements; demonstrating strong consulting skills and commercial awareness to deliver a good value solution. A Senior Technical Solutions Consultant will have extensive domain experience and will handle complex challenges and designs. The Senior Technical Solutions Consultant will be seen as the go to expert for specific domain knowledge.

They will act as the Lead on some projects working alongside a Senior Solutions Consultant, Developers, Solution Consultants. The Senior Technical Solutions Consultant will be expected to mentor / guide and support other team members.

Salary banding - £55,000 - £85,000

Responsibility	Summary
Scoping	<ul style="list-style-type: none">• Lead workshops with the customer for discovery/define sessions as required• Gather and define technical requirements for customer solutions (at a case level and on projects)• Create architectural designs, integration strategies, and data models that align with best practices which can be complex in nature• Generate define documentation containing process diagrams, solution blueprint, time and cost estimates• Ensure that solution design has gone through internal QA process• Playback solution to customer at the end of the discovery / define workshops• Guide and implement best practices• Write User Stories and Acceptance Criteria

Solution delivery

- Design solution components requiring non-configurable customisation
- Lead the implementation of Salesforce solutions, including custom development, configuration, and integration with other systems
- Provide technical guidance to project teams, ensuring that the implementation aligns with the defined solution architecture
- Lead on the Development and customisation of Salesforce solutions including Apex, Javascript, Omnistudio, Lightning Web Components, Visualforce and other coding languages as necessary
- Collaborate with developers to ensure that coding standards and best practices are followed
- Configure Salesforce to meet customer requirements using all available native functionality (e.g. flows) and custom functionalities, as above
- Implement integrations between Salesforce and other systems (e.g., ERP, marketing automation, etc.) using tools like MuleSoft, APIs, or middleware solutions ensuring data consistency and integrity
- On occasion, assist or install and configure Hyphen8 accelerators
- Research / Recommend / configure third party applications
- Lead complex data migrations, including mapping, transformation and import processes. Supporting Project teams where required on less complex data migrations
- Manage deployment of solution from Sandbox to production orgs. Proficient in the use of tools such as Gearset, DevOps centre and change sets
- Testing - writing and running unit tests, debugging and troubleshooting

Client engagement

- Work with senior stakeholders to align solutions with strategic goals
- Follow the delivery framework and maintain regular communication with Lead/Deliver Manager (DM) / Project Manager (PM)/ Account Manager (AM) as appropriate
- Estimate time to complete a deliverable as accurately as possible and inform DM/PM/AM if the assigned time will be exceeded
- Follow required QA process for every customer solution
- Act as 2nd pair of eyes for colleagues
- Carry out rigorous internal testing for all scenarios
- Maintain detail / updates to Jira tickets/ evolve case

Time Management

- Log billable time regularly and accurately
- Take on all assigned work to meet the required billable %
- Proactively find billable opportunities if there are project delays or insufficient assignments e.g. contact the Resourcing Manager, respond to evolve cases

Knowledge-sharing

- Provides guidance and coaching to more junior team members
- Prepare and deliver user training
- Demo solutions to clients
- Prepare training materials in agreed format
- Hand over to support team colleagues following implementation
- Contribute to internal knowledge-sharing (customer stories, show & tells)
- Attend & contribute to Retros

Maintain technical knowledge

- Achieve / maintain Salesforce certifications agreed as part of Personal Development
- Keep up to date with Salesforce platform developments including active participation in Trailhead and other learning resources
- Maintain good knowledge of Salesforce nonprofit cloud and Hyphen8 accelerators

Expected skills

- Consulting – proficient in ability to ask questions, validate understanding, define and clearly articulate solution options, outlining the benefits and limitations
- Time management – adhering to time allocated to a task, balancing unbillable time
- Communication – keeping team members and customers informed with clarity
- Collaboration - ability to work supportively within a team
- Problem solving – helping to resolve challenges
- Attention to detail – focus on finishing touches to optimise user experience

Values

Expected to adhere and embody all Hyphen8 values

- Take pride in what we do
- Think creatively
- Make a difference
- Support Each other
- Nurture personal development
- Share our knowledge
- Celebrate achievement
- Don't forget to have FUN

Recognition & reward opportunities

- Promotion to Lead Technical Consultant or Lead Developer with or without line management responsibilities:
 - Involvement in business development:
 - Prepare/input into pre-sales documentation (if requested)
 - Writing promotional content (blog, web content)
 - Identifying lead opportunities
- Line management
- Subject matter / product expertise:
 - Actively contributing to technical Community of Practice
 - Actively contributing to Enablement / coaching colleagues
 - Reliable go-to for advice / 2nd pair of eyes
 - Actively participating and learning about sector wide challenges and initiatives (e.g. 360Giving, DEI Data Standard, Fix the Form)
 - Actively leading/participating in the enhancements and development of Hyphen8 Accelerators

Last updated: 07 October 2024