Technical Solutions Consultant

Technical Solutions Consultants are part of the Delivery team within Hyphen8. They may work on projects and/or evolve support cases. In most cases, they will be focused mostly on either projects or evolve cases, but they may be required to work across both depending on the level of demand we have at any point in time.

This role requires a combination of technical expertise, business acumen and excellent communication skills to bridge the gap between client needs and technical requirements, demonstrating consulting skills and commercial awareness to deliver a good value solution. The Technical Solutions Consultant will work on straightforward configurations and customisations working with clients on specific requirements.

They will work alongside a Tech Leads, Senior Developers, Senior Technical Solution Consultants and Senior Solution Consultants. They may act as the Lead on some projects as required.

Salary banding - £45,000 - £65,000

Responsibility	Summary
Scoping	• Gather and define technical requirements for customer solutions (at a case level and on projects) • Develop technical solution designs that are robust and based on best practice • Assist with the creation of define documentation containing process diagrams, solution blueprint, time and cost estimates • Ensure that solution design has gone through internal QA process • Write User Stories
Solution delivery	• Develop and customise Salesforce solutions using Javascript, Lightning Web Components, Visualforce and other coding languages as necessary • Configure Salesforce to meet customer requirements using all available native functionality and custom functionalities • Install and configure Hyphen8 accelerators • Research / configure third party applications

	- Assist with complex data migrations, including mapping, transformation and import processes - Manage deployment of solution from Sandbox to production orgs - Testing – running unit tests, debugging and troubleshooting - Actively seeks guidance on technical areas outside of skillset
Client engagement	- 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 cases - Brief / liaise with Hyphen8 developer resources on solution components requiring non-configurable customisation
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	- Prepare and deliver user training - Demo specific components 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 – 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 Senior Technical Solutions Consultant / Senior Developer
	   o Involvement in business development:
	   o Preparation/delivery of demos
	   o Prepare/input into pre-sales documentation (if requested)
	   o Writing promotional content (blog, web content)
	   o Identifying lead opportunities
	• Subject matter / product expertise:
	   o Actively contributing to technical Community of Practice
	   o Actively contributing to Enablement / coaching colleagues
	   o Reliable go-to for advice / 2nd pair of eyes
	   o Actively participating and learning about sector wide challenges and initiatives (e.g. 360Giving, DEI Data Standard, Fix the Form)
	   o Actively leading/participating in the enhancements and development of Hyphen8 Accelerators

Last updated: 07 October 2024