

Technical Consultant

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Company: Tanqeeb

Location: Bahrain

Category: computer-and-mathematical

Technical Consultant

The technical consultant is responsible for a variety of roles including technical implementation, support, development and customization, application/business rules configuration, training and documentation as a sole contributor or part of a larger team of the proposed solution. He/she will manage our customers through a proven, structured methodology where the solution will be deployed, knowledge transferred, best practices adhered to and go-live completed. These projects are completed either on-site or remote through a very dynamic work environment.

Duties & Responsibilities

The technical consultant will be responsible mainly but not limited to the below:

Responsible for project implementation and support of our solutions either remote or at customer's sites

Functional and technical analysis of our Proprietary Software's specific features.

Technical analysis of the performance problems and bottlenecks in the solution/RDBMS, identifying the problem and eventually implementing the solution, where applicable, resulting in improving the solution overall performance

Provide training to our customers on the solution functionalities

Supporting and fixing the issues reported by clients in their day-to-day operations

Work closely with clients and the company team members, to monitor and troubleshoot any inconsistencies getting reported on the solution on daily basis

Conduct preliminary troubleshooting on the technical issues reported by the client and work closely with the Product Engineering team to solve the issue. The technical consultant should be responsible of owning the issue till its resolution and closure by the client

Coordinate with the Product Engineering team to gather all the needed scripts for technical issues, test them for validity purposes, deliver the needed part to the customer, and assist the client in answering any issues

Assist Business Consultants in defining the technical requirements of the clients and preparing onsite testing of software patches/enhancements/modifications

Develop medium and low complex advices, reports, and dynamic files

Develop, test, and implement onsite customizations as per the client's requirements

Develop, test, and implement interfaces and integrations between our solution and any thirdparty solution as required

Works with Senior Business Consultants/ Technical Consultants/Project Manager and clients to help refine, prioritize, and schedule all the technical assistant requests (TAR)

Prepares well-structured quality official documentation (presentations, minutes of meeting, etc.) to be submitted to Client or for internal use

Respects and obeys company rules, policies, and procedures

Skills

Experience: 3 to 5 years of experience.

Job Location : Bahrain

Salary Range: BHD - /Month

Nationality : Bahraini

Required Skills & Qualifications

Minimum Bachelor's degree in Computer Science is required

3-5 years of experience in the field of software development and RDBMS skills

Previous experience in implementing and supporting banking solutions

Technical aptitude: the ability to understand new technologies and related environments

Ability to learn new technology through self-study

Good communication skills

The technical consultant should be able to work independent and part of a group

Committed to provide quality results

Ability to operate comfortably under stress

Able to properly manage his/her time and tasks

Analysis and problem solving

Good knowledge in PLSQL/ Query/Scripting & Oracle Procedure writing is a must

Knowledge in JAVA is a plus

Previous experience in reporting tools such as Jasper, Birt, or equivalent is a plus

Knowledge of Webservers, Application servers (Tomcat, WebLogic, etc.) is a plus

Knowledge in JavaScript and HTML is a plus

Knowledge in data mapping, data cleansing and data migration and validation is a plus

Have good verbal and written communication skills in Arabic, English and French

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