

## Lead Consultant

### The Company

TeamUltra is an IT Service Management (ITSM) company, whose main function is providing consultancy around the ServiceNow Software-as-a-Service (SaaS) platform. Due to the success of this product, and outstanding customer satisfaction, the company is growing rapidly.

TeamUltra is a customer on-site and home-based working company, which has a strong team culture that provides employees with support and development to progress within their chosen careers.

### Overview

The position of Lead Consultant is required to meet the obligations as defined in the general and Specific Responsibilities sections of this document. This document is intended to provide general guidance as to the basic responsibilities of this position, however, does not define each specific responsibility which may be required. Additional responsibilities will be provided by the supervisor or manager.

### General Responsibilities

- Communicate openly and effectively with clients, colleagues and TU Management
- Provide leadership and mentoring to less senior staff if required
- Present a professional image in conduct, attitude and attire
- Keep abreast of industry trends in the Service Management arena and developments in ServiceNow applications
- Share best practices and knowledge with colleagues
- Adopt and conform to company standards and policies
- Attend training and company meetings as necessary
- Delivery of work according to agreed timescales

### Specific Responsibilities

- Providing advice and guidance to the client on the best approaches for implementing Service Now in terms of:
  - ITIL best practice
  - SN best practice
  - Industry trends and use of SN
- Providing business analysis to understand and document customer requirements
- Conduct process workshops to:
  - Define 'to-be' processes in line with ITIL best practice
  - Define requirements and implementation approach for subsequent implementation in ServiceNow

- On smaller projects where a separate Project Manager has not been assigned, also responsible for:
  - Managing project tasks and timelines from a TeamUltra perspective
  - Project progress meetings with the client
  - Single point of contact between the client and internal TU resources
- Liaising with TeamUltra implementation consultants to ensure delivery of more technical aspects of the project implementation.

This position will report to the Director of Project Delivery