

1 Solutions Consultant

Job Title	Solutions Consultant
Team	Business Unit

1.1 Position Overview

The Solutions Consultant is an expert in advising and implementing best practice solutions in SharePoint and related technologies for various customers.

1.2 Position Goal

1. Advise and consult customers on best practice implementation and configuration on the Core SharePoint specialisation and at least one of the advanced SharePoint Specialisations (see section 1.3 below) to user and business requirements
2. Implement and configure SharePoint solutions
3. Consult on extending the platform capability with technologies from Microsoft and other vendors
4. Produce high quality Solutions documentation and deliverables
5. Able to independently consult on projects on customer sites
6. Able to lead a project team and solutions (e.g. facilitate RA workshops)

1.3 Duties and Responsibilities (Specialisations)

All Solutions Consultants must be able to perform the duties and responsibilities of Core SharePoint, and then specialise in one or more of the 6 SharePoint Specialisations (SP).

Core SharePoint - Portal, Collaboration, Search, Content and Document Management

1.3.1.1 Consulting and configuration of Portal, Collaboration, Search and Content and Management solutions

1. Collect and analyse user requirements/stories for Portal/Intranet, Extranet, Collaboration, Website, Search and Content and Document Management Solutions
2. Recommend best practice in solution development, information architecture and design (based on user requirements)
3. Create custom taxonomy and deployment for content categorisation
4. Extend OOB features of SharePoint through front-end configuration e.g.

- a. Configuring and extending OOB and custom web parts (e.g. XSLT extensions)
 - b. Extending content types e.g. programmatically creating content types associated with list items
 - c. Extend user profiles
 - d. Set up information policy settings and OOB workflow
 - e. Content aggregation
5. Understand and advise options of licensing model of SharePoint
 6. Perform system testing for SharePoint functionality including UAT
 7. Configuration of search scope and index, keywords, best bets, synonyms
 8. Extending search to include Exchange folders, file shares, third party websites, Lotus Notes databases
 9. Basic customisation of Front end Master Pages and Themes using SharePoint Designer
 10. Prepare documentation and deliverables that follows CC standards and is relevant, comprehensive, accurate and not ambiguous or open to interpretation
 11. Undertake Training workshops – user, power user and administrator workshops.
 12. Can consult and demonstrate and understanding at the ‘power user’ or ‘pre-sales’ level on all 6 SharePoint Specialisations, e.g.
 - a. Able perform basic audit of customer IT environment (e.g. infrastructure, hardware, end client workstations, current information management techniques) (SP7)
 - b. Understand data migration strategies (SP6)

1.3.1.2 Installation and set up of SharePoint

1. Able to perform basic configurations, and consultative understanding of server farms and infrastructure including prerequisites for MOSS environment ; SQL Server 2005 and SharePoint 2007
2. Configuring central administration
3. Set up shared services
4. Set up My Site host
5. Set up Portal
6. Set up Sites including team sites, publishing sites, collaboration sites such as Document Libraries
7. Deploy Solutions
8. Set up users permission
9. Set up content types
10. Install custom master pages and themes
11. Install custom web parts
12. Set up Search and Index
13. Import user profiles
14. Test back-up and restore
15. Set up single sign on service (SSO) in MOSS environment
16. Able to set up a basic proof of concept using all OOB features SharePoint

17. Understand user profiles, user access, SharePoint roles, security and permissions and authentication mechanisms
18. Extend SharePoint groups security roles
19. Manage user administration (e.g. how people are added to the system, password management, group management)

SP1 – Business Processes

1. Collect and analyse user requirements/stories for advanced business process and workflow solutions
2. Recommend best practice in business process and workflow solutions and deploy and configure solutions using OOB features of SharePoint and other third party applications (based on user requirements)
3. Installation and set up of Forms Server
4. Design and set up of InfoPath forms (web based) with database validation
5. Workflow configuration
 - a. OOB workflow
 - b. Advanced workflow design (e.g. using Visual Studio)

SP2 - Business intelligence

1. Collect and analyse user requirements/stories for Business Intelligence solutions
2. Recommend best practice in Business Intelligence solutions and deploy and configure solutions using OOB features of SharePoint and other third party applications (based on user requirements)
 - a. Excel services
 - b. KPIs
 - c. Dashboards
 - d. SQL Reporting Services
 - e. Performance Point Server

SP3 – User experience and design

1. Collect and analyse user requirements/stories for advanced information architecture and user lead design solutions
2. Recommend best practice in information architecture and GUI design or large websites, intranets and applications
3. Consult on advanced accessibility requirements
4. Implement best practice for multi-language environments

SP4 – Document and Records Management

1. Collect and analyse user requirements/stories for advanced document and records management solutions

2. Recommend industry best practice in advanced document and records management solutions for example: regulatory compliance requirements, user processes such workflow, audit trails
3. Expert in enterprise scale document and records management solutions over and above OOB SharePoint
4. Advising and implementing scanning solutions using third party application e.g. Kofax
5. Advising and implementing Records Centre and Records Management

SP5 – Infrastructure

1. Implement multiple authentication providers
2. Analyse and design complex infrastructure requirements of SharePoint solutions including bandwidth requirements, back up strategies, database capacity planning
3. Understand and implement SharePoint high availability and disaster recovery solutions
4. Advise and implement best practice complementary Microsoft technologies and solutions
 - a. ForeFront Server security
 - b. ISA Server 2006
 - c. Project Server 2007
 - d. System Centre Operations Manager
 - e. System Centre Data Protection Manager
 - f. MOM – System Centre Operations Management Server
5. Understand and provide/recommend best practice strategies for infrastructure requirements with reference to:
 - a. Virtual Environments
 - b. SAN and data storage options
 - c. Disaster Recovery
 - d. Clustered environments (redundancy)
 - e. Network infrastructure LAN and WAN environments
6. Establish system maintenance plan such as backup and restore strategies, analyse logs and reports, advise on best practice for security and application patch management

SP6 - Integration

1. Able to consult on integration with Microsoft technologies:
 - a. Exchange Server (tasks and calendar synchronisation with SharePoint sites) and advise and implement two-way synchronisation using third party products
 - b. Office 2007 (using digital signatures, saving documents directly into SharePoint sites, Office Ribbon customisation)
 - c. Live Communication Server
2. Able to consult on integration with other information management vendors e.g. Documentum, Hummingbird, OpenText

3. Understand and provide/recommend best practice strategies for third party product integration within SharePoint:
 - a. Back up e.g. AvePoint, CommVault, Never Fail, Quest
 - b. Archiving e.g. Symantic, Documentum, AvePoint
 - c. Scanning e.g. KoFax, Assentes Capture
 - d. Replication e.g. Syntergy, Infonic
 - e. Specialist WebPart Vendors e.g. Bamboo, SharePoint Solutions
 - f. Offline synchronisation using OOB feature or third party products such as Colligio, Infonic

SP7 –System Migration

1. Consult on advanced system and content migration strategies
2. Able to consult on upgrades from previous versions of SharePoint
3. Consulting and implement a migration strategy from third party applications and environment (e.g. IBM Lotus) to SharePoint

1.4 Skills & Experience

1.4.1 Required skills

1. Business consultancy – able to collect and analyse business requirements and recommend the optimal solution using SharePoint and/or related technologies
2. Leadership – able to lead customers and a project team in execution of the solution
3. SharePoint – administration
4. SharePoint – systems implementation
5. SharePoint – configuration of all out-of-the-box features of SharePoint
6. Working knowledge of web design/technologies such HTML, CSS, XSL, XHTML
7. Information Architecture, web usability and accessibility
8. Microsoft server/system technologies
9. Microsoft client technologies (i.e. Office, Visio, etc)
10. Principles of Enterprise Content Management (ECM)

1.4.2 Desirable skills

1. SharePoint custom development
 - a. Master Pages and themes using SharePoint designer
 - b. Web part development

1.4.3 Required Experience

- 2 yrs+ similar role using an application similar to SharePoint within a medium-to-large corporate environment
- 2yr+ practical experience in web design/Photoshop/web design technologies (ie. HTML/CSS/etc)

- 1 yr+ working within a team and structured project management
- 2 yrs+ report / documentation writing for a corporate audience
- Presentation/training experience to an audience of at least 4 people
- 1 yrs+ support and/or troubleshooting technical issues

1.4.4 Qualifications

- Microsoft qualifications such as MCP and MCTS Windows SharePoint Services 3.0 – Configuration certification
- Bachelors in Business, Information Technology, Computer Science or New Media studies desirable

1.5 Required Competencies

Please see the Content and Code Competency Framework for detailed descriptions of the competency levels required for this role.

Achieving Results			Analysing and Deciding			Interacting with people		
Applying Skills & Exp	Client Focus	Making it Happen	Problem Solving	Creativity	Planning & Organising	Influencing	Team Working	People Leadership
3	2	2	3	2	1	2	1	1

Definitions:

1. Applying Skills & Experience: The level to which technical knowledge, skills and experience are applied, either internally or with clients
2. Client Focus: Ensuring that client, internal stakeholder and partner needs are met, expectations exceeded and opportunities maximized across the range of solutions, technologies and services offered
3. Making it happen: Maintaining a clear focus on ‘excellence’ and detail across all activities. Displaying consistent ownership of work and determination to get things done, often in the face of adversity and changing circumstances
4. Problem Solving: Tackling issues through relevant research, analysis and decision making, often requiring mental agility and working to deadlines. May involve managing risk
5. Creativity: Optimising results from resources and new opportunities. Developing original ideas that will lead to commercial advantage and profit for Content and Code, in line with business goals
6. Planning and organising: The level at which the role is involved in meeting business and client requirements through ensuring that activities are delivered to deadline and specification through effective project/resource management
7. Influencing: The ability to transfer in information in a clear and format relevant to the audience, both internal and external, creating positive relationships

8. Team working: Sharing knowledge and expertise to achieve business objectives, across a range of internal and client teams. Building common understanding, raising standards and outputs
9. People leadership: Working with others to improve skills, knowledge and outputs. Includes undertaking coaching, mentoring and performance reviews that contribute to an overall ethos of 'excellence'

1.6 Possible career paths

- Solutions Architect; Solutions Team Lead

1.7 Content and Code Benefits

- Annual Bonus scheme
- 23 days annual vacation with 1 extra day vacation for every year of service
- Private Health Insurance
- Private Dental Insurance
- Subsidized Gym Membership to Virgin Active, LA Fitness or Canons.
- Fully subsidised training including Microsoft Certified Technology Specialist (MCTS) Windows SharePoint Services 3.0 Configuration (Exam 70-631)
- Flexible hours
- Fast opportunity to advancement in rapidly growing company

1.8 About Content and Code

- Content and Code is the Number 1 Microsoft SharePoint consultancy in the UK
- Recently awarded the Microsoft Search Partner of the Year
- Winner of Deloitte Technology Fast 500 EMEA 2007 Award
- Sole specialists in SharePoint and Microsoft .Net technologies
- Strong and varied customers from Sony, easyJet, British Council, Microsoft, Wembley Stadium, The Body Shop etc
- Microsoft Gold Partner with 7 competencies, more than any other consultancy in the UK
- 1 of only 12 companies on the Microsoft Advisory Council in the UK
- Fast growing company
- Dynamic and fun atmosphere