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## Microsoft UC Consultant Role

Job Description

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## Description

We are a long established and highly respected Microsoft Gold Partner with an extensive portfolio of high-profile clients that is continuing to grow.

It is our mission to continue growing our Microsoft UC portfolio, providing support and guidance to ensure clients are delighted with our service – not only with specific enterprise solutions, but also with a keen eye to their future strategic needs. Further to this, CPS and Microsoft are driving sustainment within businesses we work with, therefore business change management is another key aspect of our delivery.

Due to our continued growth, we are looking for Skype for Business and Microsoft Teams experienced people to join the CPS professional services team. The role's primary focus is the complete UC project lifecycle of the client engagement ie: Pre-sales and Design through to implementation and handover.

## Specific Role Requirements

An experienced technical Microsoft UC expert with excellent consultative skills able to communicate with all levels and areas of an organisation.

A self-starter, keen to further develop both their personal and the company's knowledge and skillset, with a 'make it happen' attitude.

A proven commercial awareness enabling the individual to grow the relationship with a client and identify new opportunities whilst they are working on client engagements.

The ability to manage their own time within the commercial aspects of engagements to ensure that all activities are delivered to high quality, on time and within budget.

Deliver projects based on a range of Microsoft UC and 3<sup>rd</sup> party technologies to a broad client base, ensuring that the solution takes into consideration technical strategy, successful adoption, long-term sustainability and commercial awareness.

Ensure that clients are delighted by their experience when engaging with CPS.

Ensure that solutions are designed to the highest level and meet the expectations of clients in every respect.

Broad knowledge of solution delivery patterns and practices, application lifecycle management approaches, with experience gained through all phases from design, development, test and release cycle to delivery and maintenance.

**CPS have clients across the UK and travel is required at times, with occasional overseas assignments. This is balanced by an ability to work from home for some of the time.**

## Key Responsibilities

- As a SME in UC, the role is to design, engineer, and implement/deploy reliable and robust Unified Communications solutions based on either Microsoft Skype for Business or Microsoft Teams
- Enabled with the ability to talk in depth to CPS clients around Microsoft Skype for Business or Microsoft Teams.
- The ability to support the CPS Unified Communications projects from enterprise's voice, video, mobility and telephony.
- Understands business requirements, designs solutions and the ability to articulate the designed solution to the CPS client's business or stake holder representatives



- Work with other CPS teams' members from Project Managers, PMO, Sales and Presales ensuring the implementation of UC solutions is a success for our clients
- Ensure systems are built to Microsoft best practice and also meets the guidelines specified by 3<sup>rd</sup> party product owners.
- Be the point of contact for other members of the CPS wider organisation around issues and escalation of UC incidents.
- Ensure that all content provided to customers is on the highest quality and has been through the internal quality assurance checks before being published
- Contribute to the internal processes and standards to ensure that the outcome of engagements is always improving

## Essential Skills

- Demonstrate an expert understanding in design, delivery and implementation of Microsoft's UC software applications Skype for Business and Microsoft Teams, including
  - Microsoft Skype for Business 2015, 2019 \*and legacy Lync 2010, 2013
  - Microsoft Teams, including
    - Direct routing via Ribbon and AudioCodes media gateways
    - PSTN Calling plans and DDI enablement
  - Microsoft Skype for Business online including Microsoft calling plans
- Full Enterprise voice architecture scenarios including legacy PBX cross platform interoperability to both Microsoft Skype for Business and Microsoft Teams
- End to end deployment experience of On Premises, Hybrid and Office 365 for UC
- Active directory and ADFS knowledge
- 3<sup>rd</sup> party applications and interoperability including
  - Ribbon SBC 1000, 2000, SWE and Ribbon azure media gateways
  - AudioCodes Mediant family of gateways
- Knowledge of legacy PBX and telephony estates including
  - Cisco call manager
  - Avaya
  - Mitel

## Desirable Skills and Qualifications

- Skype for Business 2015 Core and Enterprise certification
- Windows 2012/2016 Server certification
- MCSE – Communications certified
- 3<sup>rd</sup> Party vendors
  - Ribbon Gateway – accreditation
  - AudioCodes Gateway – accreditation
  - Contact Centre (Anywhere 365) – desirable
  - SIP/ISDN/PSTN in depth knowledge – desirable.