



## Field Professional Services Consultant (PSC)

<b>Job Type:</b>	Permanent Full Time
<b>Department:</b>	Sales
<b>Time Zone:</b>	CET
<b>Location:</b>	Italy
<b>Reporting To:</b>	Sales Director, Italy
<b>Start Date:</b>	January, 2010

### About Alfresco

Alfresco is the leading open source alternative for enterprise content management. It couples the innovation of open source with the stability of a true enterprise-class platform. The open source model allows Alfresco to use best-of-breed open source technologies and contributions from the open source community to get higher quality software produced more quickly at much lower cost. For more information please see: <http://www.alfresco.com>

### Job Description

Alfresco PSC will be responsible for carrying out pre and post technical activities at Italian clients.

In addition to that, Alfresco PSC will deliver consulting / services engagements contracted by Alfresco customers and / or partners in Italy (and other countries when needed). These shall take mostly the form of short on-site engagements (consultancy / professional services type of engagements) and also longer term engagements within the context of yearly field support engagements with strategic customers.

Since Alfresco is Open Source, our pre-sales consultant need to be technically skilled and able to communicate at multiple levels: technical architects, developers, IT system administrators and end-users.

In addition to that they should have familiarity with the Italian market, especially for big accounts and having a well established network in Italy is a plus.

### Job Responsibilities

- Work closely with sales providing pre-sales support, consultation, training and technical implementation to clients & partners
- Carry out Field Support & Professional Services engagements contracted with customers directly or thru partners (mixture of on-site & remote delivery)



- Act as field support resource on specific support engagements at the request of EMEA support or sales team for Italy.
- Assist & Provide partners and Alfresco Pre-Sales team with technical drive & leadership in their Alfresco sales engagement activities where appropriate
- Liaise with Alfresco Support & Engineering teams as appropriate

## Person Specification

- Must be technically skilled with a customer-centric mind & exceptional communication skills
- Must be self-motivated, must have an ability to work well in a geographically dispersed, team environment, must exhibit a positive and professional attitude, and pay attention to detail.
- Ability to work independently, learn quickly and be proactive
- Ability to perform and work well under pressure
- Good analytical & troubleshooting skills
- Passion for working in an international, leading-edge environment with associated challenging objectives & fast-evolving company organisation and market
- Typically requires 3 to 5 years minimum experience in professional services or field support positions
- Experience in ECM / WCM products & PS/Support related concepts & issues will be highly valuable and represents a significant advantage.
- Must be fluent in Italian & English

## Technical Skills

### Essential Skills

- Java, Java Script & XML technologies – with ability to develop code
- Knowledge of OS (Windows & Linux), RDBMS (MySQL, Oracle, SQL Server), Application Servers (Jboss, Tomcat) - i.e. all major layers of the technical stack required by Alfresco products – and ability to configure / troubleshoot quickly installs or configurations issues

### Desirable Skills

- Experience with Hibernate, Spring Aspect-Oriented Framework and the Lucene Text Search Engine.
- Project management and professional service consulting experience highly desirable



### **Freedom to act**

This role will report to the Sales Director, Italy although it is expected that the individual will work largely independently.

### **Travel**

The successful candidate must be willing to travel as appropriate (50% on average).

### **Location**

Italy

### **Contact**

[www.careers@alfresco.com](mailto:www.careers@alfresco.com)