

Solutions³ is an award-winning premier consulting and training organization providing expertise in IT Service Management. Solutions³ believes a complete ITSM solution addresses the three key areas of IT: **People**, **Process**, and **Technology**. This three-dimensional approach ensures that all aspects of the solution function together effectively. Its collaborative methodology coupled with highly qualified resources results in a project that is well-defined, clearly understood and supports its client's business objectives, adding to their overall success.

Job Description

We are searching for an energetic and positive individual ready to join our dynamic team. Reporting to the ITSM Practice Manager, the ITIL[®] resource's role as an ITSM Consultant is to lead and support ITSM projects and training. This individual will work with the sales and delivery teams to sell ITIL[®]-based ITSM solutions, deliver ITIL[®] process consulting, design ITIL[®]-based process flows and workflows for customers, lead ITIL[®]-based product efforts, support ITSM implementations, and develop/customize/deliver ITIL[®] training. He/she will be involved in pre-sales, proof of concept, and implementation activities, as well as scoping solutions, determining customer's ITIL[®] skills gaps (Skills Gap Analysis), developing ITIL[®] Education Plans for customers, documenting, and assisting with the writing of proposals and statements of work.

Solutions³ is a People-Process-Technology company. We expect our resources to be able to sell, design, implement, and train for any process or technology area we engage in.

Position requires the following:

- Bachelor's degree in Computer Science, Engineering or a related discipline or seven years in a combination of one or more of the following: technology architecture, process consulting, business analysis, project management, technology/process training.
- ITIL[®] v3 Expert and v2 Managers Certifications. ITIL[®] v3 Intermediate certifications also preferred.
- ISEB and/or Exin (or equivalent) accreditation to teach ITIL[®] curriculum.
- Experience with a minimum of one leading IT Service Management tool: HP Service Manager (or Peregrine Service Center), HP Service Desk, Remedy, CA-Unicenter, etc.
- Solid exposure to varieties of architectures, technologies and platforms.
- Experience in implementing ITSM projects, especially large-scale Information Systems projects.
- Experience in Government, both secure and non-secure.
- Strong Execution and Presentation skills.
- Expertise in interfacing with internal customers, external vendors and global teams.
- Comfortable and effective dealing with all levels within the organization, including Executive Management.
- Ability to work through obstacles to achieve team success.
- Tackles problems head-on and resolves them without hesitation.
- Demonstrates a positive attitude/energy.
- Takes ownership, follows through, and delivers on commitments.

Requirements

The candidate is required to be highly skilled in the following competencies:

- Makes Decisions - Makes effective decisions; Acts decisively; Anticipates future needs; and include others' perspective.
- Strong Work Ethic – High integrity; Highly reliable, responsible and trustworthy
Drives for Superior Results - Gets results; Acts quickly; Maintains accountability; Measures results; and Works through obstacles.
- Champions Change - Encourages new ideas; Rewards innovation; Builds buy in; Communicates change rationale.
Develops Organizational Partnerships - Establishes partnerships; Communicates across the organization; fosters collaboration; negotiates effectively; and Navigates politics.
- Shapes a Customer Driven Culture - Knows and listen to customers; Satisfies the customer; Ensures quality; and Demands quick action.
- Champions the Vision - Sets a clear path.