

<b>Job Title</b>	Technical Consultant
<b>Reporting to</b>	VP Customer Services
<b>Position</b>	Full-Time
<b>Location</b>	Paris, France (with frequent travel to France and potentially beyond)
<b>Salary</b>	Competitive Package
<b>Start Date</b>	Immediately

## ABOUT US :

Founded in 2002 and headquartered in Geneva, Switzerland, Jahia Solutions Group has its main subsidiary in Paris, France, its North American headquarters in Washington, DC, with offices in Houston, Toronto and throughout Europe. Jahia counts hundreds of global brands and governmental organizations among its loyal customers in more than 20 countries across the globe.

Jahia is an international software vendor that provides the most complete and integrated open-source java platform unifying CMS, Portal, Digital Marketing and Commerce.

## MISSIONS :

The Customer Solutions team at Jahia works with our customers and partners to ensure the success of all projects involving our products. We work with a wide range of partners to provide industry leading solutions to our clients throughout the world. Our Professional Services team missions include :

- Support to technical implementation and integration
- Knowledge transfer and technical training to customers and partners
- Functional and technical specifications production and review
- Troubleshooting
- Technical assistance to the Sales team during pre-sales for high profile projects
- Technical architecture definition and review

We are recruiting for a consultant, preferably with industry experience to join our growing team.

The candidate must be comfortable working distantly with an international team and with customers spread out throughout Europe and America.

## KEY RESPONSIBILITIES:

- Responsible for defining the client needs, developing a proposal to meet those needs, as well as overseeing the implementation of the complete project solution
- Facilitate the technical implementation, development activities and upgrades of Jahia products by our partners and customers
- Ensure Jahia products are optimally used by customers and partners
- Train our customers and partners on Jahia products
- Build demos, PoC and answering technical questions during our sales process
- Demonstrate Jahia products to customers and partners
- Propose solutions leveraging our portfolio which meet customer requirements, ensuring they are technically viable and add value to the overall Jahia proposal.
- Communicate with internal teams including Product and Support teams to ensure effective delivery of projects and coordination regarding customer operations

## QUALIFICATIONS / EXPERIENCE:

- The ideal candidate will have 3 to 5 years experience and will hold a recognized qualification, preferably but not limited to a Master's degree.
- Strong technical expertise and strong skills in software integration, in particular in Java and Web technologies (J2EE, JSP/HTML/CSS, Application Servers such as Apache Tomcat)
- Extensive technical trouble shooting skills
- Ability to define high level solutions and provide technical implementation recommendations for clients and partners
- Strong interpersonal, written and oral communication skills to present technical solutions and Jahia portfolio
- Ability to work effectively as part of a team with members spread across different locations and time-zones
- Previous experience in a software consultant role
- Desirable: strong knowledge of Content Management systems, as well as related industry landscape
- Fluent English and French
- Knowledge in webmarketing and/or in eCommerce technologies is a plus

## MOBILITY :

This position requires frequent travels (up to 40%), domestic and sometimes international.