

United Kingdom Jobs Expertini®

NetOps Resident Consultant

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Company: Broadcom Inc.

Location: United Kingdom

Category: business-and-financial-operations

Please Note

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Job Description:

NetOps Resident Consultants are Broadcom's most experienced professional services consultants who provide thought leadership and hands-on technical expertise to our most important customers. They are Trusted Advisors that our customers depend on for strategy, product insight, technical architecture, mentoring, and when needed, leading by example for deployment, configuration, and integration of Broadcom solutions.

This role will require the Resident Consultant to work with a customer based out of Poland.

What You'll Be Doing :

During a typical week, a Resident Consultant might work with senior-level customer leadership to understand their IT challenges and work with architects to design a solution, then work with frontline customer support personnel to identify the root cause of an outage and spend time analyzing the performance of the Broadcom solution and developing configurations to improve performance. Resident Consultants also regularly share their customer's needs with Broadcom product managers and have access to experienced technical support engineers. Residents are continually learning – maintaining ongoing awareness of new Broadcom solution functionality and overall IT domain knowledge, and

disseminating that knowledge to their customers and teams.

We look for the following in a Resident Consultant :

Trusted Advisor. You're viewed – and sought out – as a source of valued advice and support by your customers and coworkers. Simply put, they trust you, and they value your advice.

Consulting Acumen. It is essential you have experience managing customers to help them achieve outcomes, and that you have the emotional intelligence that makes a good consultant, along with self-awareness around that intelligence such that you can teach it to others. Persuasive arguments and engagement-level leadership skills are a must.

Leadership. Leverage strategic thinking and your ability to understand the market, our customers, and our environment to help us focus on the right work and to approach everything from the customer's perspective. Be the activator who drives us to dive in with an eye toward getting to real value quickly.

Excellent communication, presentation and writing skills. We value and encourage public speaking engagements and expect that you're comfortable talking to software and executive teams and large audiences. You will also develop industry thought leadership, in the form of talks, articles and whitepapers, in partnership with other departments.

Facilitation Skills. Whether we are teaching a class or supporting critical leadership conversations, we take a strong facilitation approach to everything we do. It is essential that as a Broadcom Resident, you are a strong and experienced facilitator.

Training Acumen. We want our customers to be empowered to use our solutions, and that means training them. You will value and use an interactive and facilitative teaching approach.

Creative Problem Solving. You see a problem as an opportunity to grow and are motivated to find solutions, thereby focusing on growth, and achieving positive results.

Basic Qualifications:

Minimum Bachelors and 8+ years of related experience

At this level a post-graduate degree is typically expected

Or Master's degree and 6+ years of related experience or PhD and 3+ years of related

experience

Work Experience:

- Minimum of 8+ years' experience at an IT professional services or software organization.
- Minimum 6+ years working with Broadcom's NetOps products (all or most of it):

CA Spectrum

CA Performance Manager

CA Networks Flow Analysis

CA Virtual Network Assurance

AppNeta

Broadcom is proud to be an equal opportunity employer. We will consider qualified applicants without regard to race, color, creed, religion, sex, sexual orientation, gender identity, national origin, citizenship, disability status, medical condition, pregnancy, protected veteran status or any other characteristic protected by federal, state, or local law. We will also consider qualified applicants with arrest and conviction records consistent with local law.

If you are located outside USA, please be sure to fill out a home address as this will be used for future correspondence.

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