



Managed Services Consultant

Amadeus Software are looking for a Managed Service Consultant to help us fulfil an ever-increasing number of Projects.

ABOUT AMADEUS

We are a leading business analytics consultancy with a global reach, providing services since 1989. Amadeus' services and expertise include independent guidance and advice; SAS software reselling; installation and configuration; ongoing or ad-hoc support and training and placing SAS certified graduates. Solutions include Data Science, Cloud solutions using AWS and Azure, Software as a Service and Results as a Service.

MANAGED SERVICES CONSULTANT - JOB DETAILS

Your primary duties and responsibilities will include:

- Delivery of Amadeus Managed Services Offerings
 - Provide 1st line support and manage the delegation and resolution of incidents within client SLA's
 - Plan and execute planned maintenance tasks
 - Support the release management process including release testing and documentation
 - Undertake impact analysis of new SAS software releases for supported client sites
 - Monitor and report the impact of SAS hot fixes and maintenance releases
 - Monitor usage against contracts and raise issues as appropriate
- Provide input to the development of Managed Services propositions
- Represent Amadeus with technical papers at conferences and special interest groups
- Maintain a minimum of SAS Institute's Advanced Certification
- Perform ongoing study of industry developments
- Perform ongoing self-instruction of new SAS procedures, techniques and solutions
- Train and mentor technical staff

Promote awareness to colleagues of new SAS developments, emerging industry standards and other vendor developments impacting SAS

APPLICANTS SKILLS:

- BSc in a numerical, software engineering or computing science discipline
- A minimum of four years SAS programming experience including use and administration of the SAS Intelligence Platform and also SAS DI Studio
- Ability to gather facts to diagnose and solve technical issues
- Strong communication skills as well as good organisational skills

IN RETURN WE OFFER:

- Remote working option available
- Competitive salary depending on experience
- Up to 31 days holiday plus St Georges day
- Profit and reward bonuses
- Pension contributions (salary sacrifice available)
- Subsidised Healthcare Scheme
- Travel, accommodation and subsistence expenses when working offsite
- Support for obtaining recognised industry certifications
- Membership to professional bodies
- Company funded events. Past events include weekends to Austria, Amsterdam, Budapest and Barcelona


Crown
Commercial
Service
Supplier



 **Customer Intelligence**
Specialisation in SAS*

 **Data Management**
Competency in SAS*



 **Analytic Modernisation**
Specialisation in SAS*



 **Visualisation**
Competency in SAS*

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