# Senior Managed Services Consultant

- Permanent and full time
- Remote working available – depending on experience
- Hybrid working available
- Apply to info@amadeus.co.uk

Already a leading data science and analytics company, with global reach, Amadeus Software have been delivering a wide range of client services since 1989. As a result of an excellent 2021, along with a commitment to invest in growth, we are now seeking to recruit into a range of important job roles that are required to underpin our latest ambitions.

## Who we are?

Based in Witney Oxfordshire Amadeus Software is a highly respected data science and analytics company with a focus on measurable results.

Our clients turn to us for our range of expertise in providing impartial guidance, advice and support across all areas of business analytics and data science. This includes providing business and technical consultancy; designing, building, installing and configuring analytics platforms; licensing of software; delivering a manged service for all analytics platforms; training; and providing work-ready graduates who are fully competent to take on their first data science job role.

We have been in business for 4 decades, historically specialising in SAS, Amadeus has diversified to embrace a wider range of analytics platforms and languages such as Python, R, Microsoft Azure and SQL server.

With a focus on quality we are a SAS Gold Partner and Training Reseller, with certifications in areas such as Customer Intelligence, Analytic Modernisation, Data Management, Data Visualisation and SAS Viya Administration. Amadeus also has an agreement as a Crown Commercial Service supplier to the public sector.

## What you'll be doing

On joining Amadeus, you will be part of a dynamic and growing team of analytics experts. Reporting to the Managed Service Director your primary duties and responsibilities will include:

- Delivery of Amadeus Managed Services Offerings
    - Provide 1st, 2nd and 3rd 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 including hot fixes for supported client sites
    - Monitor usage against contracts and raise issues as appropriate
- Technical Account Management for customers, leading customer engagements and providing strategic advice and technology roadmaps, working closely with the Business

Development team.
- Lead multiple customer support teams with a focus on high quality service provision and customer satisfaction.
- Lead the development of new Managed Services propositions.
- Represent Amadeus with technical papers at conferences and special interest groups.
- Train, mentor and line manage technical staff.
- Perform ongoing study and promote awareness to colleagues of new developments in analytics and emerging industry standards.

## Technical must haves

- A minimum of five years of experience in analytics, ideally working with SAS in a support capacity.
- Strong technical skills with either Windows or Linux.
- Optional experience working with and maintaining cloud hosted environments
- Optional experience working with open-source platforms.
- Ability to gather facts to diagnose and solve technical issues.

## General must haves

- BSc in a numerical, software engineering or computing science discipline.
- Excellent written and verbal skills.
- Proven leaderships skills coordinating a technical team.
- A hands-on and positive approach to problem solving; identifying issues and using initiative and available resources to generate ideas and solutions.
- Ability to compose professionally constructed documents and presentations for internal and external viewing.

## Must be

- Positive and enthusiastic.
- A team player, contributing to best practice and sharing knowledge, resources and ideas, but comfortable working alone when required.
- Excellent organisation and personal time management in order to deliver work to mutually agreed timelines.
- Ambitious and wanting to develop.

## What we offer

- 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.
- Training and development opportunities.
- Membership to professional bodies.
- Company funded events. Past events include weekends to Austria, Amsterdam, Budapest and Barcelona.

## Interview process

- First Interviews will be with Managed Services Director for up to 30 minutes via teams or zoom.
- Second Interview will be with Managed Services Director, Senior/Principal Consultant and HR for up to three hours with one-hour practical SAS test, 10 minute presentation and technical interview understanding your experience and aspirations.

## Next steps

Interested? Please send us your CV and a brief cover note to info@amadeus.co.uk