



**TITLE: Technical Consultant**

**LOCATION: Herndon, VA**

Hewlett Packard's Software and Solutions Professional Services Organization (HPSW PS) provides software solutions that help customers align IT with business priorities. The HP portfolio addresses all aspects of Enterprise Management - encompassing Business Process Management, IT Service Management, Application management, Infrastructure management, Configuration Management, and Identity Management.

**Job Description**

- Responsible for providing technical consulting expertise to project teams and customers for solution development and problem resolution within the BTO portfolio
- Design and implement technical solutions utilizing the BTO portfolio to meet the needs of the client, and interface with both internal and external/Industry experts to anticipate customers needs and facilitate solution development
- May act as a team or project lead providing directions to team activities and facilitates information validation and team decision making process

**Education and Experience Required:**

Bachelor's degree in any of the following: Computer Science, Electrical Engineering, Software Engineering, Network Engineering, Systems Engineering or similar. Additional technical experience is ideal.

**Knowledge and Skills Required:**

- Has sufficient technical knowledge to assist with the completion of specific deliverables.
- Able to communicate concepts with team and to peers.
- Able to produce basic documentation to required standards.
- Demonstrates understanding of assigned discipline or technical area. Demonstrate fundamental technical knowledge.

**Critical Competencies to Drive Business Results:**

**Technical Knowledge Transfer**

*Establishes HP's technical credibility and solution capability within customer's Information Technology (IT) organization through education & assistance*

**Technical Problem Solving**

*Approaches technical problems in a rational manner using sound strategies that ensure comprehensive understanding and effective resolution*

**Services Account Management**

*Ensures customer satisfaction and optimum engagement relationships to build and maintain services business within the account*

**Up-selling/Cross-Selling**

*Leverages product and solution knowledge to probe customer needs and identify opportunities for up-selling /cross-selling*

**Customer Experience Management**

*Interfaces effectively with customers and internal resources to promote trusted advisor status of HP within accounts and facilitate uniform account support*

**HPS Business Value Proposition**

*Applies an in-depth understanding of HP Services (HPS) initiatives, goals, and solutions*

**Client/Customer Relationship Building**

*Demonstrates client-sensitive practices within the account(s) and internal gate-keeping within HP to support building strategic trusted advisor status*

**Competitive Positioning/Strategy**

*Uses competitive intelligence in account planning and sales activities to develop counter strategies that will neutralize competitive influence on the customer's buying decisions*

**HPS/BU Business Context**

*Understands the market segments sold into, the business challenges addressed by HPS/Business Unit (BU) solutions, and HP's strategy for market penetration*

**HPS/BU Solutions**

*Understands HPS/BU solutions in area-of-responsibility- what they consist of, product roadmaps, key technology concepts, and the competitive landscape in which they are sold*

**HPS Solution Interfaces**

*Understands how services in area-of-responsibility fit within or interface with the sales of other solutions - HPS, other Global/General Business Unit (GBU)s, or HP's partner strategies*

**Change Management**

*Develops methods for supporting innovation and change across the organization*

PLEASE SEND RESUMES DIRECTLY TO [VINCENT.E.OSTRANDER@HP.COM](mailto:VINCENT.E.OSTRANDER@HP.COM)

AND

APPLY TO HP'S JOB SITE AT [WWW.HP.COM/GO/JOBS](http://WWW.HP.COM/GO/JOBS) - JOB # 580547.