



Title	UCaaS / Voice Solutions Consultant
Business	Advisory Services – Transformation
Reports to	Practice Leader – Transformation

Advocate is an advisory and managed services company of IT business experts and data scientists dedicated to helping companies optimize their technology infrastructure. Utilizing marketplace intelligence, decision analytics and acceleration capabilities, Advocate partners with its clients in innovative ways to save money, improve performance and deliver crucial insight to help them make the best possible decisions related to their technology investments. That’s why we are positioned to help our clients Do What Matters More.

The UCaaS / Voice Solutions Consultant is responsible for supporting project delivery for the Advocate Transformation team with responsibility for delivering high-value consulting services to Advocate clients. Consulting engagements will primarily focus on developing strategy for modern Unified Communications as a Service (UCaaS) and Voice solutions for Advocate clients but could also include various Transformation-focused projects such as cloud (IaaS / PaaS / SaaS) strategy, network modernization strategy, and data center consolidation. Engagements are delivered in a variety of industries including healthcare, financial services, retail, manufacturing, heavy materials, and many others.

This individual will either work independently or lead small teams consisting of Advocate analysts to deliver high-quality consulting services. Additionally, the UCaaS / Voice Services Consultant will be an active member of the pre-sales team, assisting in the development of proposal materials and developing peer relationships with the client team’s project lead. This person will also be expected to assist the Transformation Practice Leader in developing points of view for publication based on completed projects and key technology trends.

RESPONSIBILITIES

- Manage assigned client engagements with responsibility for content delivered by the project team
- Lead and execute UCaaS / Voice Services projects for Advocate clients
- Provide technical subject matter expertise for Advocate clients in active projects
- Design creative customer solutions using the best mix of Advocate and partner products including technical and management solutions
- Support the creation of relevant proposal material to describe how Advocate can solve the business and technical issues clients face with UCaaS / voice solutions
- Build relationships with clients while serving as a delivery team liaison from pre-sale to post-sale
- Build relationships with Advocate partners for client solutions and product development
- Support strategic product sales and revenue generation through proactive engagement with clients
- Stay abreast of industry technology trends through self-study and formal training and share that knowledge internally and externally

SKILLS

- Experience as a leader within consulting engagements that deliver high-quality outcomes to clients



- Expertise and direct experience developing strategy, designing solutions, and implementing modern UCaaS / voice solutions. Understanding and/or direct experience in at least one of the following areas is preferred: IT/digital strategy creation, cloud (IaaS/PaaS/SaaS) services, Wide Area Network (WAN) architectures, data center/co-location services, or technology migrations
- Ability to author, read, analyze, and interpret complex business issues, contracts, addendums, service orders, technical documents, diagrams, policies, or regulations
- Strong sense of urgency with the ability to manage competing priorities in a fast-paced environment
- Demonstrated entrepreneurial spirit, customer relationship development and management skills
- Strong fit with Advocate Consulting culture, values, and operating philosophy (“The Advocate Way”)

QUALIFICATIONS

- Bachelor’s degree from a top tier college/university (graduate degree preferred)
- 5+ years of business and/or technical consulting experience
- 1+ years leading client delivery teams
- Ability to create context and structure in ambiguous/ unstructured environments
- Advanced proficiency with Microsoft Office, Visio, and Project software;
- Ability to travel up to 50% of the time
- Technical or process certifications are preferred (e.g., PMP, ITIL, CISSP, CCNA, MCSE, TOGAF)
- Must provide Proof of Right to Work in the United States on the I9 Form

OPPORTUNITIES

- Join a company named to the Inc. 5000 list of Fastest Growing Companies for eleven consecutive years.
- Named one of the Top 150 Workplaces by The Atlanta Journal-Constitution.
- Work daily with Fortune 500 Global Clients.
- Opportunity for rapid career advancement.
- Client facing position with the opportunity to make a direct impact on business growth, practice innovation and talent development.

REWARDS AND BENEFITS

- Competitive base pay
- Incentive bonus plan
- Industry Competitive Health and Welfare Benefits
- Company matched 401(k) with immediate vesting
- Two paid days off for community service
- Flexible work arrangement to support a good work-life balance
- Professional development with a long-term career path
- Continuing education and training reimbursement
- Paid employee referral program

If you’d like to join the Advocate team, apply online at:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=29440679-d847-41e4-b32c-797f44374111&ccId=19000101_000001&type=JS&lang=en_US