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OTRS Consultant

OTRS AG is a market leader.

With 80,000 installations in 27 languages, OTRS is the global leader for Help Desk software.

OTRS forms the foundation for the ITIL-conformant IT Service Management solution OTRS::ITSM.

We assist our customers with comprehensive business services, including professional services such as consulting, software development and support.

Our business is currently expanding globally, with strong adoption in the US. OTRS is a worldwide success story with a bright future.

Join us in telling that story and write a new chapter yourself.

Imagine:

- You could simply download a professional helpdesk or IT service management software from the internet, one very similar to those offered by HP, CA or BMC.
- You could access the source code without asking HP.
- You could customize the software without asking CA.
- You could distribute customizations to business partners or clients without asking BMC.

The Freedom of Open Source Software

That software would be free of licensing costs, and so free of the burdens of the procurement process.

This exact scenario happens daily for our large enterprise as well as small and medium-sized customers. As an OTRS Consultant you play a critical role in this.

Responsibilities:

- Give our customers an understanding of our products (OTRS and OTRS::ITSM) and at the same time evaluate opportunities for follow-up-business.
- Provide on-site workshops and training for OTRS users and administrators.
- Support our Sales Teams qualifying opportunities and defining requirements for customer development.
- Manage OTRS projects from conceptual design to implementation and configuration.
- Report to the Director of Consulting

Requirements:

- **Strong IT knowledge** (including Support and/or Ticketing Systems)
- **Solid knowledge of**
 - Linux or Windows (Webservers, Apache, IIS)
 - Process modeling & -notation (UML, BPMN, YAWL)
 - Web Technologies as HTML, XML, AJAX/Javascript
- **Good knowledge** of at least one of the following databases: MySQL, Oracle, MS SQL, PostgreSQL.
- **Basic knowledge** of directory services (OpenLDAP, MS Active Directory, etc.) as well as SQL and PERL.
- Project management (PMI).
- Candidate must be willing and able to travel 80% to 90%. You will be working either from our office in Northern California or from your home-office.

Education:

- Bachelor's degree from a four-year college or university in Business, IT, or related area
- 5 years of progressive sales, consulting and managerial experience.
- ITIL Certificate (Foundation, Practitioner, Manager)

Please apply through email only at jobs@otrs.com.

We look forward to meeting you!