

Job Title: Technical Consultant

Who we are and what we offer you

Pinnacle is a trusted guide and expert partner of the world's leading law firms. We help our clients get the most from their critical business applications and the data these applications hold. We also have long-standing partnerships with both Thomson Reuters Elite, Intapp and iManage. We work alongside them to develop products and implement systems that give our clients the maximum value, opportunity, and advantage. Our sole focus is on the legal sector and the specific technologies that law firms depend on. We also provide Managed Services that enable our clients to continue to maximise the value in their business systems and data.

As a leading global consultancy, we deliver projects and services to the top 100 law firms both in the UK and internationally. We have operations in the UK, US, and Europe. We are experiencing rapid growth so are looking for new talent in several areas of our business.

Your role

Pinnacle is looking for a Technical Consultant with two years' experience who wishes to join a growing Managed Services team providing software support and maintenance to local and global law firms.

Under general direction, the candidate will work closely with the Head of 3E Managed Service Delivery and other team members to support software customisations, provide continuous improvement, and complete software upgrades according to SLAs and software development standards set internally and by our clients.

Your key responsibilities will include:

- ▲ Work to develop and/or improve complex applications which are integrated within the constraints of the framework.
- ▲ As necessary, work with the team and clients to maintain existing applications.
- ▲ Troubleshoot and resolve issues raised by clients.
- ▲ Acquire and maintain a high degree of business domain knowledge and current best practices.
- ▲ Make sure SLAs are adhered to
- ▲ Undertake installations of various software according to installation packs
- ▲ Upgrade systems and processes

Is this you?

Rather than a definite Pinnacle 'type', we are looking for someone who is a winning blend of all the talents. So, we are never overly prescriptive in what we ask for.

While it would be great if you have already worked in software/professional services, we are really looking for a good mix of aptitude and attitude. Enthusiasm, interest, and drive are as important to us as any relevant experience you have. We will give you full training and the opportunity to work in a stimulating and supportive working environment.

Skills and experience we are looking for:

- ▲ Object Oriented Programming
- ▲ Knowledge of VB, C#, SQL, XML, Web Services.
- ▲ Knowledge of Windows Operating System
- ▲ Strong analytical and problem-solving skills.
- ▲ Understanding of the full software development lifecycle.
- ▲ Ability to manage workload to continually deliver excellent results.
- ▲ Self-motivation and learning drive.
- ▲ Ability to communicate effectively, verbally and in writing, with technical, business and management staff.
- ▲ Ability to manage multiple deliverables in a fast-paced environment within a framework of constantly shifting priorities.
- ▲ Excellent interpersonal skills with the ability to develop solid working relationships with colleagues and clients.
- ▲ Flexibility to adapt to change and to learn and develop new skillsets as required.

What we offer

We offer career opportunities and attractive packages (competitive salaries, benefits & incentives) We have a strong professional culture in which we value the hard work required to achieve high levels of client satisfaction. In short, we encourage ambition and reward success.

Excellent training and support provided and a great opportunity to develop technical skills.

The role will be based from our Moncton office.

The next steps

Please email your CV to helen.mcconnon@pinnacle-oa.com with a note of introduction that will persuade us to invite you in for a chat.

We look forward to hearing from you.