

Technical Consultant

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Company: Red Hat

Location: Canberra

Category: other-general

Consultants (Information & Communication Technology)

Are you passionate about using the latest technology to help provide high level business outcomes whilst still working in an open & collaborative fashion? If so, then Red Hat is the place for you!

The Red Hat Consulting team has multiple roles available and is looking for Associate Consultants, Consultants and Senior Consultants to join us in Canberra, Australia. In this role, you will guide the design and on-site delivery / implementation of innovative Red Hat technology solutions. You will focus on delivering quality work that will result in a positive customer experience, while building broad and deep technical expertise in one or more of Red Hat's technologies. As a Consultant, you should be a motivated learner with great problem-solving skills and the ability to quickly pick up new and possibly complex concepts.

Primary Responsibilities

Assist with the delivery of Red Hat Consulting team's engagements to our internal and external customers

Serve as a subject matter expert at the customer site, addressing technical, developmental, or strategic IT needs

Provide written project documentation that can be distributed within Red Hat and the customer management team

Adapt to changing customer requirements

Use effective and respectful communication with our customers and know when to escalate issues if and when necessary

Discuss matters of scope, delivery, and technical decisions with your technical peers, technical leads, Service Delivery Managers, and our customers

Present to our customers and other Red Hat associates by clearly articulating information and providing answers to questions within team and customer meetings, and by delivering portions of prepared presentations at the team level

Build a network of colleagues and associates within consulting and other teams like Sales, Engineering and Business teams

Continually strive to improve your skills and knowledge of Red Hat's offerings by taking up opportunities for professional development and the pursuit of technical certifications and accreditations

Serve as an ambassador of the company between the broader Red Hat, our customers and the community

Required Skills

Australian Government Security clearance is mandatory

Experience with and knowledge of Red Hat Enterprise Linux (RHEL) and Red Hat Ansible Automation Platform

Knowledge of other Infrastructure products including any the following technologies is preferred
Ansible / Ansible Tower

Satellite

Authentication services such as IdM/IPA

Virtualisation technologies
Knowledge or experience with any of the following Cloud technologies is an advantage
Container platforms such as OpenShift Container Platform, Docker or Kubernetes

Cloud Infrastructure platforms such as OpenStack

Storage platforms such as Ceph or Gluster
Technical expertise demonstrated in your previous employment

Excellent written and verbal communication skills

Exceptional analytical and problem-solving skills

Ability to work with minimal supervision and as part of a team to solve problems and issues

Red Hat Certified Engineer (RHCE) certification or willingness to pursue and obtain the certification within the first 3 months of joining Red Hat

Basic understanding of Red Hat's portfolio of solutions with the ability to learn to describe each solution and offering in detail

Customer focus and an understanding of the value that our work brings to our customers
What We Provide:

Competitive Salary commensurate with your skills & experience

Personal & Professional Development

A range of Health & Wellbeing benefits

Your application will include the following questions: Do you hold Australian Security Clearance?

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