Technical consultant
OpenAthens – Trust and identity

<table>
<thead>
<tr>
<th>Grade:</th>
<th>C16</th>
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<tbody>
<tr>
<td>Job family:</td>
<td>IT software development databases</td>
</tr>
<tr>
<td>Reports to:</td>
<td>International service desk manager</td>
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<tr>
<td>Date created:</td>
<td>April 2020</td>
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**Our values:**

We’re a place where people make a difference to our members, feel valued and have fun. Our values are our guiding principles. They are: pride, pace, passion, trust and teamwork.

We also value diversity and really believe that our differences make us stronger. We love unique thinking, new ideas and ways of doing things.

**The team:**

OpenAthens, a Jisc enterprise, has the vision to become the world’s most user-friendly information access management experience, helping academics, students, scientists and library patrons gain access to the knowledge they need to achieve great things.

The technical consultant provides technical leadership, expert knowledge and support to customers who are implementing OpenAthens products and services.

You will be providing expert technical and implementation support, consultancy and technical leadership to OpenAthens customers and partners worldwide, who rely on the team’s expertise and guidance for new set ups. The role is an opportunity to work as part of a close-knit team during an exciting period of growth.

**The role:**

Predominantly working out of our Bristol office, the technical consultant is a senior consultative and technical role within the OpenAthens technical solutions team, whose goal is to deliver the golden standard onboarding, e-resource management and consultancy experience to our global customer base.

Responsibilities will be expected to be developed and finalised over time and will include but will not be restricted to:

- Consult and lead complex implementations of the OpenAthens identity product
- Consult service providers looking to join the OpenAthens Federation
- Lead the onboarding effort for new OpenAthens Keystone customers
• Be an outspoken advocate for great user experience and assist service providers in achieving it on their platforms
• Guide Identity customers through OpenAthens forward proxy implementations
• Contribute to the end-of-life effort for legacy software
• Work with a wide variety of 3rd party software products to seamlessly integrate OpenAthens into customer’s institutional infrastructure, suggesting efficiencies and improvements where possible
• Draw data flow and infrastructure diagrams to aid the prospect’s understanding of the proposed solution
• Proactively facilitate stakeholder communication on customer’s end when required
• Help sales team with writing statement of work documents
• Work with internal stakeholders to provide satisfactory responses to prospects’ security questionnaires
• Conduct technical pre-sales consultations
• Assist sales and marketing team with technological comparisons and competitor evaluations
• Deliver presentations and online webinars
• Deliver training to international partner teams as needed
• Continually develop own skills and knowledge
• Regularly contribute to, and improve, internal and external documentation
• Train junior team members
• Actively contribute to team performance and process improvements
• Actively participate in identifying product improvements

Our most experienced technical consultants will have these additional responsibilities:

• Translate prospect requirements into the best technical solution for the most complex deals, including state-wide or big pharmaceutical organisations
• Deliver consultancy services for customers using SAML-based software, such as Shibboleth and SimpleSAMLphp
• Produce technical diagrams as requested by the sales team or customers
• Train up colleagues and international partner teams to deliver OpenAthens forward proxy implementations
• Be the first person to test new product features in production and train customer facing OpenAthens teams
• Implement and test available 3rd party software, such as CAS and ILS products to come up with known integrations
• Conduct regular hands-on training sessions on working with 3rd party products
• Maintain a number of virtual environments within Google Cloud as required to deliver hands-on training sessions
• Work closely with the development team to gain an in-depth understanding of the OpenAthens infrastructure
• Be the key liaison between large customers and the development team to help deliver significant product enhancements, such as new connections, new API options, etc.
• Come up with tools and scripts to help the team be more efficient in daily operations
• Develop programming skills
The person:

<table>
<thead>
<tr>
<th>Need to have</th>
<th>Nice to have</th>
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<tbody>
<tr>
<td>Focussed on delivering service excellence for all customers</td>
<td>Knowledge of OpenAthens products will be highly advantageous</td>
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<tr>
<td>Strongly motivated to stay abreast of technical advances</td>
<td>Programming skills of any level will be highly advantageous</td>
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<tr>
<td>Meticulous attention to detail</td>
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<td>Technical aptitude for learning quickly</td>
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<td>Commitment to continuous professional development</td>
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<td>A positive, can-do attitude</td>
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Behaviours

- Sound knowledge of library technologies and landscape
- Technical understanding of SAML and federated access
- Technical understanding of OpenID Connect protocol
- In-depth knowledge of proxy technology
- Keen interest in security and UX best practices

Knowledge and Skills

- Knowledge of REST APIs
- Excellent written and verbal communication skills
- Strong teamwork skills
- Strong customer service skills
- Excellent time-management skills
- Excellent troubleshooting skills

Experience

- Working in a customer-facing role
- Ability to negotiate with and influence multiple stakeholders
- Working in a distributed team and collaborating remotely
Providing technical support or consultancy for software products

Exposure to Linux

Experience of working with server environments

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<tr>
<th>Qualifications</th>
<th>N/A</th>
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For our most experienced technical consultants:

<table>
<thead>
<tr>
<th>Knowledge and Skills</th>
<th>Need to have</th>
<th>Nice to have</th>
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<tbody>
<tr>
<td></td>
<td>Deep understanding of SAML and OpenID Connect protocols</td>
<td>Understanding of Agile methodology will be highly advantageous</td>
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<td></td>
<td>Comprehensive knowledge of all OpenAthens products</td>
<td>Track record of coming up with innovative solutions to help the team will be highly advantageous</td>
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<td></td>
<td>Confident in working with REST APIs</td>
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<td></td>
<td>Creative problem-solving</td>
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<td></td>
<td>Intermediate programming skills</td>
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<table>
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<tr>
<th>Experience</th>
<th>Ability to translate customer requirements into technical diagrams</th>
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<td></td>
<td>Significant experience of working with Linux</td>
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<td></td>
<td>Considerable experience in configuring virtual environments</td>
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<td></td>
<td>Adept at delivering technical training to individuals as well as groups</td>
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The organisation

We’re constantly changing and evolving at Jisc, so this job description just gives a flavour of what the role involves. It will change as our operations develop.

Getting face to face is something we value and find time for when we can, so you may need to travel on occasion. Our main offices are in Bristol, Harwell, London and Manchester.