

Professional Services Consultant

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Company: Fortinet

Location: Saudi Arabia

Category: computer-and-mathematical

Position Summary

The Professional Services Consultant works with clients and partners remotely and/or onsite on engagements of medium-to-high complexity.

He/she focuses on implementation aspects of project delivery, such as firewall and other enhanced security products implementation, optimization and operation services, with any related documentation.

The position requires a team player with very good written and verbal communication skills who follows a structured approach for implementing IT security solutions.

Responsibilities:

The Professional Services Consultant:

Develops a clear overall understanding of the customer engagement (objectives, project scope, business and technical requirements).

Participates in architecture design workshops with customers and/or partners and provides input as necessary.

Develops project related documents with any required technical architecture diagrams. These documents might include: High-Level Design, Low-Level Design, Migration Plan, Test Plan, Methods of Procedures, Network Implementation Plan, As-Built guide, etc...

Participates in scoping meetings and provides input related to the development of statements of work based on accurate analysis of customers' requirements.

Ensures that project documents are accurate, complete, current and stored appropriately.

Performs deployment, configuration, testing and troubleshooting of Fortinet security solutions in the customer environment.

Assists customers through the rollout, migration or go-live phase for the deployed security solution.

Performs knowledge transfer sessions for customer's staff on the relevant Fortinet security solutions.

Resolves and/or escalates issues in a timely fashion.

Minimizes Fortinet's exposure and risk on projects.

Completes and submits internal required administrative tasks (timesheets, activities report, project reports, etc...).

Continuously works on developing knowledge and skills to remain proficient with the relevant Fortinet technologies, products and services by using self-study materials or by attending trainings (as required).

Job Requirements:

5+ years' experience in LAN/WAN/Internet consulting, support and/or administration.

4+ years' experience with Network Security Products.

Experience working as a Professional Services senior consultant or engineer is a plus.

Expertise in **NGFW** and **at least 2** of the following technologies: Email Security, Advanced Threat Protection, Endpoint Security, Application Security, Web Application Firewall, Network Security Management, SIEM, Network Virtualization, Software Defined Networks (SDN) and/or other cloud-based security technologies.

Very good presentation and technical documentation skills.

Good troubleshooting skills with a structured approach to problem solving.

Proven ability to work independently and in a team-oriented, collaborative environment.

Ability to elicit cooperation from a wide variety of sources, including senior management, clients, and other departments.

Ability to adapt seamlessly to shifting priorities, demands and timelines.

Flexible working hours.

Positive customer service attitude with very good soft skills.

Ability to bring projects to successful completion through political sensitivity.

Strong commitment and self-driven individual.

Extensive travel (up to 70%).

Education

Bachelor's Degree in technical or management discipline and/or equivalent extensive work-related experience.

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