

Role Profile: Modern Infrastructure Consultant

Job Title: Modern Infrastructure Consultant
Department: Professional Services
Reporting to: Professional Services Lead
Date: March 2026

Team Objective

The Professional Services Team manages all project and consulting activities in line with established processes and Time, Cost, and Quality standards. The team also supports Sales by advising customers on industry best practices to guide their technology roadmap and act as a technical escalation for the Services team.

To make technical recommendations to the business to support business goals and customer growth.

Role Purpose

There are 4 key areas to the role

- Technical Pre Sales, Design, and Delivery
- Responsible for the delivery of assigned consultancy engagements within the Professional Services Team
- Functional Specialist - To be a functional specialist and subject matter expert in defined technologies to support the growth and development of Cobweb and the Professional Services Team.
- Responsible for input into the development of the Professional Services Catalogue

Role Success

The key success criteria for the role are:

- Contribute to a high performing team that meets and exceed company and personal goals
- Achievement of the defined Professional Services Targets and associated departmental and individual KPIs
- Customer Satisfaction through the delivery of great experiences and project execution
- Development of new professional services that support customer adoption of the company's product and service portfolio

This is a full-time position based at our Fareham head office and although normal office working hours are adopted, extra duties on an out-of-hours basis may be required and are considered part of the role. This may include regular travel to customer sites, dependent on the workload and location of customer and attending industry and company events as required.

The post holder is responsible for their own health and safety.

Role Dimensions*Financial*

- No direct budgetary control

Process Management

- Adhere to relevant ISO compliance guidelines and follow published processes. Identify areas of breach, for example reaction to incidents or threats and assist in improvement and coaching of department processes. Follow all operational working practices as instructed.

Service Design and definition

- To be able to create business solutions through identification, analysis and recommendation

Technical

- Industry qualifications suitable to role, or relevant demonstrable in job experience.
- Strong experience of relevant Cobweb and vendor technologies with proven capability for setup, maintenance and troubleshooting in a high-availability enterprise environment

Working Relationships

- Internal: All teams
 - External: Current and prospective Customers, Third Party Vendors and Suppliers, Stakeholders and any applicable Legal Bodies.
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Primary Accountabilities

1. **Professional Services Engagements:** Overall responsibility for the delivery of assigned professional services engagements to quality, cost and time. Adhere to the governance, structure, processes, and procedures surrounding customer engagements to promote delivery efficiency, improve customer experience and simplify their use.
2. **Technical Pre-Sales:** Responsible for assisting our customers organisations, identifying opportunity and to maximise the benefits of their investment in their services. Identifying and promoting opportunities for Cobweb to increase average revenue per user across the customer base.

In addition, responsible for adding customer value in the sales engagement process (pre-sales) where advice and specialist knowledge is required and to propose the best solution for the customer.

Responsible for defining service offerings or solutions where the solution is non-standard within the current service portfolio to achieve success for the customer to achieve customer satisfaction

3. **Service Design:** Responsible for the design and definition, initial build and ongoing maintenance of new services based upon existing and future product/service roadmap and ensuring that customer/ feedback is considered. As a result, appropriate control and management of the onboarding lifecycle is necessary to ensure consistent delivery internally and for external projects and assignments.

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4. **Technical Delivery:** To deliver customer and service excellence within the Professional Services Team, ensuring all assigned engagements, internal and external, are delivered to the required standard, within agreed delivery timescales and budget.

Once an opportunity is secured, provide professional and expert technical support through the delivery process. The goal being a high level of customer satisfaction for any new business.

Engage and support in the post-sale activity where solution design and production of the final Statement of Work for the customer is required to ensure a fully scoped project is agreed and executed upon.

5. **On-site:** Pro-actively provide remote and on-site support to clients liaising with other team members as well as 3rd party suppliers to cover more complex issues.
6. **On-site:** Attending the Cobweb Datacentre or customer sites to deploy, install, maintain and decommission hardware solutions and technologies where needed.
7. **Knowledge & Best practice:** Responsible for keeping up to date with the technologies and best practice in the key service solutions.

Promoting best practice, skill improvement and knowledge sharing within the team. Ensuring key business processes and knowledge is documented and trained. Assisting the team with development, ensuring breadth of knowledge, minimising single points of failure and ensuring essential qualifications and certifications are attained.

Demonstrate an aptitude and commitment for technical learning, achieving and maintaining all current vendor qualifications and certifications required for the role.

8. **Promotional Activities:** Participation in promotional activities to promote the company brand and its range of services. Activities may include, but not exclusively, conduct partner briefing and training, attendance at exhibitions, or attendance at vendor conferences.
9. **ISO & Processes:** Maintain high quality in delivery and sponsor continuous improvement. Own, maintain and adhere to all elements of the Company's ISO accreditations. Ensure the team are adhering to the relevant processes, procedures and role work instructions to ensure compliance with the relevant ISO standards. Identify opportunities for process improvement and assist in the implementation as appropriate and provide or arrange for any supporting documentation and training programs to drive delivery of service excellence with Professional Services.

Personal Attributes (required role behaviours)

1. **Team working:** Fits in with the team. Develops effective and supportive relationships with colleagues, is considerate towards them and creates a sense of team spirit.
2. **Train and Coach:** Willingness and ability to train and support both your peer group and the wider business to achieve business goals.
3. **Learning Skills:** Commitment, curiosity and enthusiasm for learning new skills and acquiring new knowledge to pursue personal and team professional development. Contributes and encourages others to contribute to new

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ideas. Shows an expert level of service knowledge in the role relevant areas and has a desire to develop further. Develops effective and supportive relationships with colleagues, providing support and training as needed.

4. **Resilient Self-starter:** Remains calm and self-controlled under pressure. Reacts well to change, stays positive despite challenges and thrives in a high growth fast paced work environment. Actively encourages change to improve service, processes and customer experience.
5. **Communication:** Confident and professional with good interpersonal and communication skills. Actively and positively engages with internal and external customers and key stakeholders through effective communication.
6. **Organisation and time management skills:** strong organisational and time management skills, combined with high integrity to ensure all promised customer commitments are delivered. Organises effectively, uses appropriate planning, tools and knowledge to succeed in own role and to ensure team success to consistently meet targets.
7. **Committed to providing a quality service,** maintaining high standards, methodical, accurate and displays a high attention to detail.
8. **Using initiative:** Takes responsibility for own actions and makes decisions without referring to others. Acts on own initiative and is accountable for own actions, following issues through to resolution.
9. **Problem solving:** An aptitude for problem solving with a structured approach. Identifies faults and their causes. Generates workable solutions and makes rational judgements.
10. **Customer-focused with business analytical and commercial awareness,** takes accountability for own actions and constantly strives for greater results.

Relationships: Works hard to meet stakeholder needs and looks after their interests and development. Quickly builds rapport and easily establishes relationships with internal and external stakeholders. Relates well to different types of stakeholders, listens to, and gets on with them.

Qualifications, Experience, Knowledge and Skills

Essential

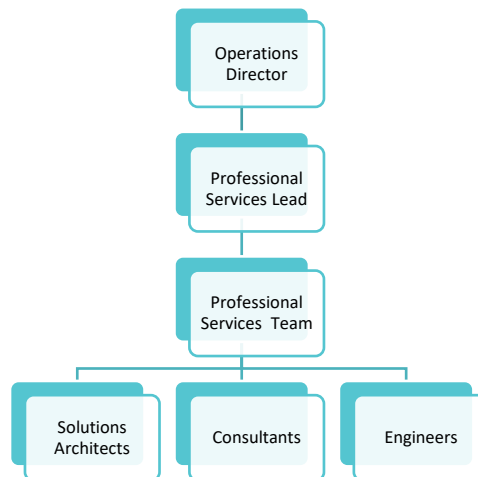
1. Successful proven track record in technical project implementation
2. Minimum of 3 years work experience working with Microsoft technologies
3. Excellent knowledge and experience of Design, Migration and Security Best Practices for the following Microsoft technologies:
 - a. Microsoft Azure Workloads (IaaS, PaaS, Azure Virtual Desktop)
 - b. Microsoft Azure Management (Arc, Defender for Cloud)
 - c. Microsoft Azure Hybrid / Networking
 - d. Windows Server and Active Directory
 - e. Microsoft Hyper-V
4. Excellent computing and technical skills. Qualified to Level 200 technical knowledge or equivalent across other Microsoft cloud technologies
5. Proven experience in technical sales or pre-sales of Microsoft or cloud-based solutions
6. Exceptional coordination and planning skills with a high attention to detail
7. Excellent interpersonal, communication, negotiation, and presentation skills
8. Demonstrable experience mentoring junior members of the team
9. Be able to acquire new knowledge and skills quickly and apply to business situations
10. Exposure to ISO27001
11. Exposure of working in an ISO9001 or other QMS environment
12. Exposure to an ITIL or ISO20001 compliant environment
13. Security clearance - ability to obtain and maintain the required security clearance

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Desirable

1. Experience of delivering modern Microsoft solutions in line with the Azure Well-Architected Framework
 2. Knowledge or experience with designing, deploying and maintaining Networking appliances, solutions and technologies such as SonicWall, Ubiquiti, Cisco.
 3. Experience of designing, deploying and maintaining virtualisation platforms or solutions in customer premises or co-located in a service providers data centre.
 4. Experience of designing, deploying and maintaining Hyperconverged Infrastructure (HCI) solutions built on Software Defined Storage (SDS) / Storage Spaces Direct (S2D) and appropriate backup solutions
 5. Experience of delivering in-depth security and design reviews for customer environments across Microsoft Azure, Active Directory and Networking environments.
 6. A deep understanding and knowledge of cloud computing and the key drivers of commercial success
 7. Able to nurture strong business relationships, to meet and exceed customer expectations.
 8. Ability to work in a structured way and engage with multiple stakeholders to resolve issues.
 9. Experience of working in a high growth, fast paced and competitive marketplace, with a proven ability to meet goals and deadlines.
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Organisation Chart



This role profile is open to review at regular intervals to ensure that it stays aligned with the business strategy and ongoing goals of the business.

Role Profile Acceptance

Employee:

Date:

Signed:



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Line Manager:

Date:

Signed:

HR Department:

Date:

Signed: