

# cadventure

## JOB DESCRIPTION

<b>Job Title:</b>	Project Information Services – Senior Consultant
<b>Department:</b>	Professional Services
<b>Sub Team:</b>	Project Information Services
<b>Primary Location:</b>	Home based, (but field based as required)
<b>Reports to:</b>	Project Information Services Director
<b>Job Purpose:</b>	Delivery of Professional Services engagements

**The key purpose of this role is** to manage and deliver professional service engagements that are related to Bentley Systems ProjectWise. However, in addition the person fulfilling this role may be asked to deliver other professional service engagements that are deemed appropriate to their skills and experience. Revenue is generated from the delivery of the following services.

- Delivery of professional services engagements to Cadventure clients

This will include activities such as...

- Client information management discovery workshops
- All aspects of new ProjectWise Configurations to meet client requirements
- ProjectWise and Design Application User Training
- Upskilling and deployments for a range of Bentley Applications
- Information Management Strategy development where Bentley platforms are being adopted as the Client's core Common Data Environment platform
- Ongoing ProjectWise Administration and Support on behalf of a client
- ProjectWise configuration updates and improvements to existing solutions
- ProjectWise application extensions
- On-premise to Cloud migrations and ProjectWise System Upgrades

The role will also require knowledge of related typical design and other applications that integrate with the ProjectWise ecosystem. The role will require working in line with industry best practice (e.g., ISO19650) and to Cadventure standards and preferred working practices.

### Key tasks

1. **Secure Professional Service opportunities.** Supported by Cadventure colleagues the person fulfilling this role will be involved across the entire Sales process. This will include responding to initial enquiries, delivering technical presentations and the writing of proposals that will give Cadventure the best possible chance of securing the proposed work.
2. **Delivery of Professional Services.** The person fulfilling this role will work directly with Cadventure Clients (onsite and remotely) to deliver the agreed scope of professional services. Professional services will be delivered on time, within budget and to the high levels of quality expected by Cadventure and our Clients.
3. **Promote Cadventure's reputation for technical excellence.** The person fulfilling this role will be enabled to seek opportunities to present at industry events.
4. **Working primarily with ProjectWise.** The person fulfilling this role will act as a principal ProjectWise Professional Services Consultant for key strategic accounts. However, they will also be expected to deliver other types of professional services in fields that are appropriate for their experience.
5. **Develop Cadventure Knowledgebase.** The knowledgebase will be freely available and promote best practices with respect to information management and the use of related design applications.

## Key Responsibilities

Reporting to the Project Information Services Director the person fulfilling this role will...

- be responsible for the on-time and on-budget delivery of professional services engagements.
- Manage and deliver best practice for all forms of ProjectWise related consultancy services while at all times maintaining Cadventure's reputation for delivery excellence.
- Engage with Bentley Systems to ensure product knowledge is kept up to date and client feedback is presented in a constructive way to support future development.
- Work closely with the Sales Team and Cadventure colleagues to take sales enquiries and turn them into consultancy propositions.
- Act as Principal ProjectWise Consultant on key strategic client engagements.
- Deliver technical support for supported applications relevant to their experience.
- Seek opportunities to further promote Cadventure capabilities, resources, and skills.
- Supporting the development and maintenance of ProjectWise related marketing material.

## Products Supported

- Bentley Systems
  - o ProjectWise
  - o ProjectWise365 and all Web related capabilities e.g.
    - Project Insights
    - PDF Markup
    - Share
    - ProjectWise Deliverables Management
    - Issues Resolution
    - iTwin Services
    - ProjectWise ContextShare
- Related Products where ProjectWise Integration exists
- Bentley Design Applications
  - o MicroStation
  - o Open Products e.g. OpenRoads, OpenRail, OpenBuildings
- Autodesk
  - o Revit
  - o Civil 3D
  - o AutoCAD
- Bluebeam
- Solibri
- Microsoft 365

## Main Duties and Scope:

- a. Oversee the delivery of all aspects of client specific ProjectWise professional services engagements.
- b. Deliver Continuous Professional Development seminars tailored to the clients' requirements
- c. Represent Cadventure by speaking at industry conferences, seminars and Cadventure client events.
- d. Promote Better Information Management in the context of industry standards such as ISO19650, the use of ProjectWise and the generic discipline of Information Management
- e. Ensure Cadventure provides continuous ProjectWise systems development on behalf of clients, including software upgrades, wider adoption of **Better Information Management (BIM)**.

- f. Ensure prompt and accurate resolution of technical problems on behalf of Bentley SELECT subscription clients, documenting solutions and sharing this expertise with other members of Cadventure's Technical Support team.
- g. Engage in the pre-sales process for Software and Consultancy by meeting with prospect accounts to discuss requirements and demonstrate software.
- h. Work with other Cadventure consultants to share knowledge and expertise on software and software configuration best practice.
- i. Reinforce our position as experts in ProjectWise and BIM related training and implementation working closely with the Marketing Department to promote our expertise.
- j. Maintain the highest standards of integrity with regards to client confidentiality and quality of consultancy advice.

1. Performance Metrics:

- a. Deliver ProjectWise support that is in line with the definitions of the Cadventure knowledgebase document 'CDV\_KB\_DOC\_002\_ProjectWise Support'.
- b. Accurate completion of Cadventure timesheets for line management approval before 9 a.m. on Monday morning
- c. Timely response to quotations and customer enquiries.
- d. Daily and Monthly reporting as required.
- e. Maintain customer services records and update on a monthly basis.
- f. Deliver between 10-15 days of billable professional services time each month.

2. Additional Duties:

- a. Undertake staff training to share expertise with other members of the team as required
- b. Ensure the maintenance of up-to-date client records in the company CRM and client folders including technical information for client sites, consultancy opportunities, project status, and all client contact information including changes in personnel at client sites to keep the CRM system up to date.
- c. Resolve support issues.
- d. Write technical documentation, proposals, and presentations.
- e. Proven Excel Skills! Used in ProjectWise management and when managing project engagements
- f. Knowledge of ProjectWise PowerShell
- g. Knowledge of Microsoft 365 Application suite, in particular Power Automate.
- h. Proven experience in Information Management.
- i. Knowledge of primary CAD design applications and CAD Management best practice.

**Preferred** – Knowledge of at least one or more of the following:

MicroStation/Bentley OpenBuildings, OpenRail, OpenRoads/iTwin Services/ProjectWise  
ContextShare/Power Bi/Approaches to Model Clash Avoidance/Schedule Simulation/Revit/OrbitGT/  
Bentley workspace configuration skills

**Desirable** – General understanding of IT Systems and applications, including operating systems, networks, internet, application deployment.

**Professional Background and Education**

Experience of working with Architects and Engineers on live projects. Candidates with Architecture and Engineering degrees or other relevant qualifications

**Personal Qualities**

- Excellent communication skills – both oral and written
- Good listening skills
- Training skills
- Team player
- Presentation skills
- Flexibility in terms of location and willing to travel within the UK and Europe
- Customer service orientation

- Willingness to learn and aspirations to grow and develop your career. Where appropriate, training opportunities will be presented to widen understanding of other platforms and other related applications.

## **Key Skills**

### **Essential**

- Proven Excellence with ProjectWise (user and administration)
- Proven project delivery experience in the field of Civil Infrastructure and / or other related industry
- Accomplished presenter and trainer.
- Ability to manage and maintain client engagements.
- Work with Bentley systems to influence development directions.