

# Technical Atlassian Consultant

## About Us

Snapbytes is an Atlassian Platinum Solution Partner and Atlassian Top Vendor with proven expertise in ITSM, Agile, DevOps and Test Automation. We are trusted by thousands of local and global enterprises, helping them get the most out of their software and transforming the way they do business. With offices in İstanbul and Cambridge, we provide solutions to help our clients improve, automate and accelerate their processes.

At Snapbytes, we collaborate and share, we achieve everything together, we talk straight, and we believe in continuous change and innovation. Our employees are the key to our success. Come see for yourself!

## About The Role

For this Technical Consulting opportunity, we are seeking people who have excellent communication skills, an appetite for learning new stuff and potentially have basic coding experience.

As a Technical Atlassian Consultant, you will work closely with our customers to help them get the most out of their Atlassian software, including installing, configuring, customizing and integrating Atlassian products, and supporting customers with a range of professional services, such as performance tuning, complex migrations and upgrades, etc. You will work as part of our consultancy team helping customers in their transformational processes like ITSM and Agile.

This role also plays a supportive function to the sales team to assist with pre-sales - providing estimates, technical guidance on new projects etc. These activities also include taking part in customer workshops to analyze their requirements and help them understand Atlassian products and the Atlassian way of doing things.

For this role, we are looking for people who have excellent communications skills, enjoy designing flows and writing scripts that fill the little gaps, and can use their consulting skills to show the customer the right way.

## About You

### Essential skills:

- Have a degree in computer science, or equivalent education/ work experience.
- Have professional work experience between 0 to 2 years.

- Familiar with JIRA, Confluence, and other Atlassian products in at least user level.
- Able to work effectively independently as well as in a team environment.
- Comfortable working collaboratively both face to face and through online tools such (e.g. WebEx, Slack, Skype, etc.).
- Have a strong work ethic with good time management and the ability to work with diverse teams.
- Outgoing, loves to help people and has exceptional presentation skills. Must be comfortable explaining concepts on a whiteboard.
- Willing to step in and help other team members as needed. We're a team – so everybody does the dishes, there are no lone rangers here.
- Demonstrate excellent communication skills including the ability to effectively communicate with internal and external customers.
- Adaptable and enjoys engaging with external customers.
- Analytical, able to think on his or her feet and a fast learner.
- Self-starter in learning new technologies and procedures.
- Detailed and results oriented.
- Gets things done – efficient and organized.
- Fluent in written and spoken English.
- Have no military obligations or postponed for at least two years.

## Optional skills:

- Experience with the Atlassian toolset.
- Knowledge of Agile methodologies (Scrum, Kanban).
- Awareness of DevOps solutions.
- 1-2 years of experience as a programmer, IT engineer, technical trainer, or consultant.
- Experience scripting/coding in Groovy, Java or any other similar language.
- Experience working with RESTful services.
- Understanding of web application architecture and web servers (Nginx, Tomcat, Apache etc.).
- Familiarity with the Windows and Linux systems, and their command line.
- Experience within a fast-paced, fast-growth tech start-up environment.

To apply for this role, please send an application [cv@snapbytes.com](mailto:cv@snapbytes.com) and we'll get back to you as soon as possible.