

KANA, the leader in software solutions for customer service, helps the world's best known brands master their service experience. KANA's Service Experience Management solution, a unique combination of business process, case and knowledge management, allows companies to control every step within each customer interaction to deliver the ideal service experience.

Lagan Technologies, a part of KANA, powers over 200 government agencies worldwide serving 60 million citizens a year.

Together, our clients report double-digit increases in customer satisfaction and increased revenue growth while reducing contact center costs by an average of 20 percent.

Our award-winning solutions are proven in hundreds of companies worldwide, including approximately half of the world's largest fortune 100 companies!

If you are interested in starting a progressive and gratifying career with a company that is charting new territory and going through phenomenal growth then this is the place for you! You will have the opportunity to work hand-in-hand with the world's best-known brands and industry thought leaders to shape the future of customer service solutions while enjoying a flexible, collaborative and a stimulating work environment that will keep you engaged.

Technical Consultant

Location: Overland Park, KS

Job #: 031

As a member of the KANA Global Professional Services team, the role of Technical Consultant is primarily focused on leading a team to create and deliver Enterprise Case Management solutions, using the KANA product suite, for our customer base in Government markets around the world.

Key Responsibilities:

- Perform the lead solutions design role from inception to operational deployment for KANA Global Consulting Services project deliveries.
- Take ownership of all of the technical issues that need to be resolved to ensure a successful customer delivery.
- Present and lead technical workshops with KANA customers and KANA partners.
- Lead and manage a team of developers, solution engineers or other technical resources in the delivery of a customer solution.
- Provide clear technical support and guidance to the KANA Global Consulting Services Project Manager in relation to all technical issues affecting the delivery of a customer project.
- Provide ownership for technical architecture adherence / divergence and provide guidance to project delivery teams.
- Promote a culture of innovation within the project delivery team by supporting and developing innovative applications of technology, and by building enthusiasm for the opportunities offered by future technologies.
- Provide pre-sales technical support to the Sales and Account Management teams in KANA Global Consulting Services.

Critical Attributes:

- 5 years experience working in technical roles within solutions delivery.

- 5 years experience in solutions design and development with strong Java, C/C++ experience.
- At least 2 years experience of four or more of the following technologies; enterprise workflow, knowledge management, web services, Java, XML/XSL and relational databases.
- At least 2 years experience of providing estimates for development tasks for inclusion in bid responses or customer change control requests.
- Ability to think creatively and inspire others to do the same.
- Ability to communicate effectively with people from a variety of backgrounds and at all levels of an organization.

Desirable Criteria:

- A Bachelor degree, preferably in a computing related discipline.
- Experience of working with and deploying CRM software solutions.
- At least 2 years experience with managing teams.

Travel: 25-75% Domestic & International

Office Location: KANA/Lagan's US headquarters is located in Sunnyvale, CA and there are office locations in Overland Park, KS and Chicago, IL. (FOR HOME OFFICE - US location is flexible and KANA/Lagan provides a generous home office arrangement if applicable.)

KANA offers a highly competitive total rewards compensation and benefits package.

Interested parties encouraged to apply by sending their updated resume/CV via email: to career@kana.com referring the applicable Job #. EOE