Implementation Consultant

Reports to
Project Manager

Overall responsibility
To provide consultancy, implementation and support services for products and services provided by Dion Global Solutions and maintaining a high level of service and customer satisfaction.

Key responsibility areas:

Support
- To provide Application and Technical Support to customers
- On-Site and Off-shore support. Telephone customer Support may not be very appealing
- Regular meetings with customers for progress updates and general management of client relationships.
- Liaise with our Development teams to track bug fixing and ensure deliveries are on target.
- To carry out sanity test checks of specific functionality to ensure our Q&A is up to standard before delivery.

Consultancy
- To gain an understanding and review client's business process
- During requirement gathering and go-live phases.
- As a consultant, provide expert advice to the client with respect to product functionalities and usage.
- Provide support to the pre-sales team to help capture new markets.
- First level understanding and documenting client requirements for Product Change Requests and to liaise with internal Business Analysts.
- Provide feedback to the Product management group on customer requirements market trends.
- Should this be interpreted to mean that the consultant needs to keep himself up to date and constantly research on the regulatory changes as per geographical location/deputation?
- Provide Product training to User and partners.

Implementation

- Work with Project managers to complete tasks in order to ensure project milestones are delivered.
- Review and perform high level functional testing of new features in a build before they're delivered to clients. Also, responsible for maintaining the implementation documents and updates implementation documents.
- Assist with any project support for User Acceptance Testing
- Same as above? Now this is out of the PSO's purview.
- To maintain Time costing for any consultancy or project work in order to allow the Operations Business to provide accurate billing.