

Implementation Consultant

Job Description

Team

Wealth Management Operations

Reporting to

Head of Professional Services, Wealth Management Solutions

Description

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

Skills

Essential

- Excellent written and verbal communication skills
- Customer focused
- Ability to learn quickly
- Strong problem-solving skills
- A proven analytical ability
- Proven organisation skills
- Proactive
- Able to work individually and as part of a dynamic team
- SQL Server, Oracle, MySQL RDBMS exposure
- Windows Server, Redhat / Centos or any Linux exposure
- Aptitude to develop specialised skills in: Linux, Microsoft SQL server, Oracle and MySQL
- Self-Motivated

Desirable

- Application installation and support experience
- Experience in the financial services industry
- Relevant degree – Computer Sciences or Business Information Systems
- Experience of reporting engines such as SSRS or Jasper reporting
- Ability to work closely with Operations and Development teams



Key Responsibilities

- To gain an understanding and review the client's business process during projects or requirement gathering stages
- Provide product consultancy to clients and occasionally Pre-sales support depending on experience on product or market knowledge
- First level understanding and documenting client requirements for Product Change Requests and to liaise with internal Business Analysts
- Feedback to the Product Group on customer requirements or market trends
- Advise and consult with Dion Global Solutions or the client on local market regulatory changes that impact the customer's system
- Provide Internal and External training (depending on product knowledge)
- Provide implementation handovers to the support team
- Provide Product documentation for training and reference (client facing)
- Provide Business consultancy to the development team
- Work with Project managers to complete tasks in order to ensure project milestones are delivered
- Deliver Projects and Consultancy in line with the agreed priorities
- Assist with any project support for User Acceptance Testing
- To gather or even assist with customers Test Case documentation
- To maintain Time logging for all consultancy and project work for accurate billing
- Complete 3rd line analysis
- Provide out of hours application support
- Create Development solutions, including client reporting and acting as an overflow to the development team
- Liaising with 3rd parties which are partnered with Dion Global Solutions or the client
- Creating and maintaining internal environments
- Product installations and upgrades for internal and client environments

