Implementation Consultant

About Dion

Dion Global Solutions is a global trusted technology provider to the financial services industry, providing solutions to retail, commercial banks, institutional traders, investment banks, private client wealth managers and stockbrokers.

In the UK, we have expertise in building solutions for wealth management and we have been supporting the growth of several wealth management firms in the UK for over thirty years. Over the years, the solution has evolved to automate the complete front to back office processes within a wealth management firm. Most recently, our Wealth Intelligence Platform (WIN) introduces new modules and incorporates many of our award-winning solutions hosted on the Amazon cloud (AWS) accessed via the latest browser-based presentation layers.

We are dedicated to using the latest technology and methodologies to provide solutions to our clients and equally exciting development opportunities for our staff. We have a relaxed, entrepreneurial feel embedded in a strong history in the wealth management space. We enjoy a flat organisational structure which allows us to employ talented people to work together and progress within the company. Our open culture encourages new ideas and drives improvements for the business and the wealth management industry needs.

The Role

The Implementation Consultant will provide consultancy, installation and configuration support for Dion Global Solutions' software; the Wealth Intelligence (WIN) platform. The Implementation Consultant should drive profitability and deliver good value for money to Dion clients, whilst maintaining a high level of customer satisfaction.

Responsibilities

- Deliver Projects and Consultancy in line with agreed priorities.

- Work with Client Managers to complete tasks in order to ensure project milestones are delivered.

- Drive product installations and upgrades for internal and client environments.

- Assist with project support for User Acceptance Testing (internally and externally).

- When scheduled, provide out of hours application support.

- Provide product documentation for training and reference (client facing).

- Provide internal and external training (applicable to product knowledge).

- Gain an understanding and review the client's business processes during consultancy, projects or requirement gathering works.

- Provide as required, product consultancy to clients and occasionally pre-sales support, depending on experience, product and/or market knowledge.

- First level understanding and documenting client requirements for Product Change Requests and to liaise with Dion Business Analysts or Account Manager as applicable.

- Provide implementation handovers to the Dion Business Support team.

- Feedback to the Product Manager on customer requirements or market trends.

- To gather or assist with, as required, client Test Case documentation.

- Maintain time logging for all consultancy and project works for accurate billing.

- Provide 3rd line support for Dion Business Support issues.

- Liaising with 3rd parties which are partnered with Dion Global Solutions or our client.

- As required, creating and maintaining internal environments.

Skills and Experience

Personal Skills

- A strong, organised and pro-active approach to problem solving.

- Ability to learn quickly and adapt to different situations.

- Strong analytical skills with the ability to perform research, investigation and testing.

- Strong written and oral communication to support the knowledge transfer of new systems and processes.

- Strong team player and able to pro-actively take personal responsibility for work.

- A keen interest in new technology and building stable solutions around it.

Essential Skills

- Experience of working in a client focused environment

- Ability to work closely with Operational and software Development teams

- 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

Desirable Skills

- Application installation and/or business 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

Requirements

- The role is full-time.

- The role is based in Leicester.

- The role involves being on-call, shift work and occasional travel.

- Applicants must be eligible to work in the UK.