



JOB DESCRIPTION

Job Title: Great Plains Senior Consultant

Reporting to: Service Delivery Director

Objective of Role:

To take a senior consulting role within the application delivery team for Microsoft Great Plains back office products (including 3rd party applications). Reporting to the Service Delivery Director the right person will provide effective delivery of consultancy, have an awareness of profitability, the ability to manage specific costs for specific projects, and able to maximize client satisfaction.

Responsibilities

- Client Focus
- Service Delivery and Supervision
- Quality Assurance & Documentation
- Business Management & Development
- Professional Development

Client Focus

1. Ensure project milestones and standards are met in line with the client's expectations and requirements.
2. Provide a support service to clients and work colleagues, solving identified problems and maintaining up-to-date documentation to ensure continuity and standards of service.
3. Build rapport and relationship with client, developing contacts at different levels.
4. Demonstrate awareness and sensitivity to internal client relationships.
5. Consider issues from the client's perspective.
6. Take the initiative to make contact where necessary.
7. Deal with problems calmly and objectively, maintaining the client's confidence in their resolution
8. Keep the client informed of progress
9. Maintain client confidentiality and always exercise discretion.
10. Develop and communicate detailed plans and recommendations to deliver IT services and ensure that plans meet requested standards and are in line with SLA and client needs.
11. Provide training to client or colleagues where necessary.
12. Ensure full understanding of & familiarisation with SLAs.

Service Delivery

1. Work with Project and Senior Managers to agree priorities and objectives with the client, to clarify detailed needs and draw up technical and business specification to meet those needs.
2. Assist with the scoping of projects.

3. Identify potential issues and develop or recommend appropriate solutions. This includes obstacles to project delivery and the potential impact of actions on other IT services.
4. Ensure that you are properly availed of all relevant information, specifications and requirement to install, configure, bespoke or upgrade the solution once on site.
5. Ensure that solution is properly tested.
6. Conduct consultancy services for example strategic reviews, analysis, design and planning.
7. Manage small size projects or part of larger projects, ensuring that project milestones and standards are met in line with client's expectation and requirements.
8. Identify, analyse and evaluate alternative design solutions.

Quality Assurance & Documentation

1. Ensure that company's methodologies and documentation processes are being implemented.
2. Ensure that product or process improvements are incorporated into the solution.
3. Utilisation of knowledge to implement consistently high quality solutions.

Business Management & Development

1. When required provide sales support and complete portions of proposal and conduct demonstrations.
2. Be aware and actively seek further business opportunities.
3. Participate in marketing events, corporate entertainment and other business advancement activities.
4. Communicate and support company messages.
5. Contribute to business planning and overall business profitability.
6. Contribute to improving business processes.
7. Share knowledge.

Professional Development & Knowledge

1. Provide specialist advice for own area of expertise, demonstrating judgment and an understanding of the business.
2. Maintain up-to-date knowledge of a broad range of relevant technologies, industry development or trends in expertise to maintain professional competence & credibility.
3. Undertake a range of development, design, documentation and analysis tasks to broaden knowledge, skills & expertise.
4. Assist with the evaluation of products, systems or applications.
5. Attend training programmes, seminars, development activities or formal training when and where required.
6. Ensure leading technology skill transfer to consultants and management team in area of expertise.
7. Conduct presentations at seminars/events and produce appropriate articles for external consumption.

Position Requirements:

- 3-5 yrs experience with the installation & implementation of Microsoft Business Solutions (MBS) products (Great Plains)
- Great Plains Certified in Core Financials, Installation and SQL

- Project Accounting skills.
- Pre-Sales support and proposal development experience
- Microsoft Business Solutions: Financial & Distribution modules, customization modules, Integration/Imports modules; Report Writing; Nolans; Project Accounting Module.
- Installation & upgrades of MBS modules.
- SQL skills: Administration & Development; Install, Upgrade, Migrations
- Knowledge of VBA, Integration Manager, Crystal Reports, SQL Server

Personal Characteristics:

- Astute, diligent & clear thinking
- Patient and shows control in challenging situations
- Able to delegate and effectively manage multiple high profile activities
- Can take ownership for problems and assignment to resolution
- Continually focused on delivering to the “bigger” picture
- Shows leadership when appropriate, but is also a good team player
- Clear thinking and clear, simple communicator