

Professional Services

POSITION SUMMARY

Professional Services team members are responsible for delivering our solutions to our customers on time, within budget, and to specifications. The focus is on architecting a solution using Vital Insight Software to achieve a defined business outcome. These highly motivated employees are also responsible for managing relationships with implementation partners and identifying and developing follow-on product opportunities. The Professional Services team serves as our continuous link to our customers and partners and is held accountable for maintaining high levels of professionalism, support, customer service, and problem solving.

DUTIES AND RESPONSIBILITIES

- Plan and manage readiness assessment and requirements activities
- Assist in analyzing and planning customer project
- Define and configure key capabilities that will enable each customer's strategy
- Maintain expertise on several complex products
- Create project deliverable templates and standards
- Create complex conceptual designs (including application interfaces and interactions)
- Plan and manage application build, test, and deployment activities
- Plan and establish after ongoing application support activities.
- Up to 80% travel is required.

REQUIREMENTS

- All professional services team members MUST have hands-on project experience in Sarbanes-Oxley, Enterprise Risk Management, Operational/Strategy Consulting, or a closely related discipline.
- Desire to work with industry-leading software applications that solve critical customer problems.
- 5+ years of progressive business experience in a operations or consulting environment.
- Experience estimating, budgeting, and DELIVERING projects on time and in budget in a highly competitive environment (beyond creating and managing plans.
- Highly motivated to go the extra mile to ensure customer satisfaction.
- Excellent written and verbal communication skills.
- Strong problem-solving skills and creativity.
- Ability to manage multiple projects and set priorities appropriately.
- Bachelors Degree in a related discipline (accounting, business, finance, computer science, information systems). MBA or MPA preferred.

PREFERENCES

Experience deploying complex software applications is a plus. CPA, and/or PMP highly preferred.