



Job Description

POSITION TITLE:	Delivery Consultant – EMEA	DATE:	March 2019
REPORTS TO:	Director, Customer Services EMEA		
LOCATION:	Paris, France		

PURPOSE / ACCOUNTABILITY

The successful candidate must have direct relevant experience working with customers and/or systems integrators on complex, enterprise solution implementation projects. Reporting to the Managing Director of Professional Services, the Delivery Consultant will be expected to deliver high-value solutions across the Changepoint suite. On larger projects, the consultant will be comfortable working as part of a team responsible for specific deliverables or individually for the successful delivery of smaller scale engagements. Because the work is customer facing, travel is required for this position.

PRIMARY RESPONSIBILITIES

- Represent the business as a product expert on the Changepoint solution suite
- Business and technical requirements gathering to translate into deliverables
- Work with cross-functional internal and customer teams to ensure requirements are understood and fully vetted for feasibility
- Deliver implementation services that allow for successful deployment of purchased solutions at customer sites
- Participate in the preparation of project documentation including proposals, statements of work, technical design documents and reports
- Mentor and train customers on Changepoint products and Best Practice
- Stay abreast of customer issues, their severity level, escalation, and drive timely resolution.
- Assist sales team in identifying new opportunities for product and services revenue at customer sites
- Assist in the development of materials and techniques used in delivering service engagements.
- Communicate project progress by producing project reports to provide timely and accurate project status and decision support information to all stakeholders.

KNOWLEDGE, SKILLS & EXPERIENCE

- Broad knowledge and experience in enterprise-level packaged solutions
- Knowledge/experience of process, functional, technical and tactical aspects of enterprise-level solutions
- Strong analytical and business analysis skills to elicit business requirements and document business process maps
- Proficient on MS Office tools including MS Project
- Familiarity with Requirements Management tools and business process mapping tools
- Six Sigma, Lean or Business Process Change Techniques a plus
- Strong listening, communication, presentation, facilitation, and negotiation skills
- Consultancy and Professional Services experience

- Knowledge/experience of a customer service environment
- ITIL and/or Service Management experience
- PMP Certified a plus
- Experience with SaaS applications
- Ability to articulate at a technical and non-technical level in varying environments
- Strong interpersonal skills
- Fluent in spoken and written English and French
- Comfortable with face to face interaction with Customers
- Bachelor's degree required in Business Management or Computer Science, Masters preferred
- Experience in Project Management and/or Professional Services industry a plus
- Combined Experience: 8+ years
- Ability to travel up to 75%