

Astea International is a global provider of software solutions that offer all cornerstones of service lifecycle management, including customer management, service management, asset management, forward and reverse logistics and mobile workforce management and optimization. For **more than 30 years**, Astea has been helping more than 600 companies achieve new levels of service excellence.

Business Consultant (BC)

Position Summary:

The Business Consultant provides consulting services on the Astea suite of products during the implementation of new customers and to Astea's client base worldwide. This includes requirements gathering related to a customer's business and internal processes in order to understand their specific configuration needs.

This person will be a product expert capable of leading clients to define and effectively deploy the Astea Alliance Solutions using his product, industry and business knowledge. Although some business consulting and analyst work will be done remotely (online), much of the work will take place onsite at the client location. He/She shall travel to client sites on average 50-70% of the time.

Reports to: VP, Service Delivery

FLSA Status: Exempt

Essential Duties and Responsibilities Include but are not limited to:

Project Delivery

- Drive Client Functional requirement gathering, solution design, testing/training, customer communication
- Act as a primary client advocate and problem solver throughout software implementations.
- Conduct business process mapping sessions with clients to identify strengths, weaknesses and make recommendations for areas of improvement.
- Work with clients to define and design their business processes and requirements and translate these into configuration selections within product.
- Review and validate deliverables from Development and Quality Assurance teams against requirements and provide appropriate feedback.
- Apply Service Industry knowledge to effectively deploy the Astea Alliance product.
- Capture, analyze and overcome functional gaps which would warrant product enhancements for customer deployment.
- Leverage and optimize the Astea implementation methodology to ensure an efficient and consistent approach is taken to deploy the Astea Alliance solution.
- Understand and leverage standard application configurations and best practices during customer design workshops to accelerate the solution deployment process.
- Work collaboratively with other members of client deployment team (i.e. Project Manager, Technical Architects, and Developers).
- In collaboration with clients, analyze operational and statutory requirements for various parts of their Service Operations (i.e. Scheduling and Dispatching, Field Mobility, Contract Management, etc).
- Assist in the successful and seamless hand off of client to customer support team
- Work with Project and Customer Teams on defining test scenarios, developing test script, and participating in and performing User Acceptance testing.

Project Operations

- Work closely with Project Manager to manage project activities and artifacts.
- Assist Project Manager in identifying and challenging scope and work estimates that seem extraordinary, providing acceptable alternatives as appropriate.
- Communicate functional and scope risks against SOW (statement of work) to Project Manager in a timely manner.
- May be required to conduct end user training sessions of the application.
- Remain current with Astea Alliance product and service offering knowledge.
- Maintain up-to-date knowledge of Service Operational Process Improvements.
- Understand Service Operations Processes as it relates to resource planning, scheduling, financial transaction processing, parts and contract management.
- Mentor new hires and other members of Business Consulting team (As Requested)

Qualifications:

- 5-10 years' experience providing ERP directed business consulting services to large and mid-sized companies
- Outstanding communication skills to effectively convey information, product knowledge and persuade individuals to make informed decisions and configuration selections.
- Outstanding presentation skills to effectively lead and manage design workshops with customers and internal team-members
- Outstanding organizational documentation skills to translate information being received into clear, concise and thorough requirements, configuration and functional enhancement documentation
- Understanding of Business Intelligence and Service Operational Management Reporting Needs and Trends
- Bachelor's degree in Computer Science, Business, Finance disciplines
- Ability to travel 50-70% of time, including international travel, as required by assigned engagements
- Knowledge of ERP deployments and Enterprise Operational Management Technology Deployment Inter-dependencies
- Extensive experience with software development and delivery lifecycle management (SDLC)
- Ability to understand business challenges and translate them in to technical solutions
- Solid understanding of the software deployment process (software, hardware, network, etc.).
- Strong proficiency in the use of productivity tools (i.e. MS Word, PowerPoint, Excel, Project, Visio, OneNote, and Document Repository Solutions such as SharePoint)