

Position: Sr. Implementation Consultant

As Sr. Implementation Consultant, you will have the opportunity to be a key member of our product services team that delivers our leading edge Enterprise Compensation & Incentive Management solutions. You will be working with dynamic and growing organizations while having your hunger for variety and challenge satisfied. You will have a multi-faceted position which will blend specific project oriented technical tasks with project management and customer account management. The successful candidate must demonstrate strong business consulting and technical skills through previous work experience. Previous project management experience is required.

Responsibilities:

- Maintains Customer satisfaction through effective project management & strong commitment to service
- Performs functional review and writes up customer requirements
- Works closely with Thatcher internal staff and client team to implement the Prowess application.
- Configure and build out a customer implementation
- Works with the customer and members of the Thatcher team to map customer data from existing systems to the Thatcher applications.
- Project management
 - Creates an effective project plan; asks for proper resources based on plan; manages Thatcher and client to meet the plan deadlines; changes plan as necessary
 - Conforms to Thatcher standards as to status reporting, task tracking & customer billing; manages day-to-day project administration; keeps all parties aware of project status
 - Will interface with all members of the Thatcher team (Sale, Development etc) to achieve success for the customer & Thatcher.
 - Ensures specifications and modifications meet client needs and are correct and are completed within budget
 - Interfaces with Thatcher and client staff to define business requirements and project scope.
 - Manages scope changes
 - Interface with the Thatcher and client staff to resolve issues related to deliverables
- Analysis and Design
 - Performs Advanced Analysis - Analyzes complex processing within the system; uses logical approach to analysis; able to determine the difference between base processing & the functional requirement
- Team Supervision
 - Fosters a team atmosphere; keeps team members informed
 - Supervises at right level; is respectful to team members; communicates deadlines; assigns work as appropriate; answers members' questions clearly & completely
 - Provides coaching as appropriate; keeps team members aware of their performance; completes reviews as required
 - Ensures modifications work, are in budget & are delivered in a timely manner
 - Provides feedback on staff performance on projects to Sr. Manager
 - Makes suggestions/recommendations for productivity, process and morale improvements
- Software Configuration and Rules Validation Testing
 - Develop test criteria and conduct functional system testing
 - Perform as part of a team to test the Implementation for Customer Acceptance
- Installation of software application and enhancements
- Provides customer support assistance
- Has a keen aptitude for technology

- Other Tasks as directed by the Director of Implementation Services

Qualifications:

- **5+ years of experience managing projects in the commercial software arena**
- 3+ years experience with RDBMS and SQL (SQL Server, Oracle, etc) DBMS modeling experience a plus
- **Must be willing to travel up to 25-40%**
- Must enjoy customer facing project work and demonstrate experience in this area
- Must have extensive Oracle and/or SQL experience
- Must have experience with XML/Web Services
- Knowledge of C# is a plus
- Experience preparing written requirements analysis documents, project plans, test plans and recommendations
- Excellent written and oral communications skills required, especially the ability to present complex concepts clearly.
- Excellent interpersonal skills
- Must have Demonstrated ability to work in a team & independently while communicating effectively with technical and non-technical personnel & customers.
- Must work efficiently as part of a team and independently to achieve project milestones
- Analytical approach to problem solving, with attention to detail
- Ability to cope with changing priorities and multiple assignments
- Experience with Compensation & Incentive Management system is a plus
- Experience with Direct Selling or MLM companies is a plus
- BS equivalent in a computer related field or equivalent work experience

