



CURRENT CAREER  
OPPORTUNITIES

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Profesional Services  
Consultant

## Professional Services Consultant

### Job Summary:

Professional Services Consultants have ultimate responsibility for the smooth implementation of systems with our customers by leading the implementation teams responsible for the installation and setup of systems, and to advise both consultants and customers on the use of accounts specific software modules for their particular business'.

### Key Responsibilities:

- To provide Accounts and associated applications training and demonstration including undertaking demonstrations to support pre-sale consultancy
- To provide Accounts application training & consultancy for the customer.
- To take responsibility within an implementation to ensure all customer documentation is completed and in particular that a pre live check list is completed and that the customer is ready to go live
- To resolve, or assist in the resolution, of customer problems and queries arising from the implementation and subsequent live operation of standard or modified software at customer sites.
- To attend project meetings when required, internally or with clients, to gain or impart knowledge on current status of projects and to document details when appropriate.
- To complete all relevant project management documentation and help with standardisation of same
- To assist the support function at all times on current or previously implemented systems, as and when required, by taking support calls from clients when appropriate.
- To liaise with the customers to define, or help define, requirements, specifications for modifications to the software.
- To assist the development team with understanding of specifications during the development of modifications and subsequently test and document developed changes.
- To train colleagues in the operation of modified software, as and when required, to ensure a smooth hand over of projects to the support function.
- To train the customer's project team and provide knowledge transfer in the operation of modified software, as and when required.
- To cover for colleagues, as and when required, in all areas where knowledge overlaps, and to undertake other such duties as may reasonably be requested.
- Timesheet completion in line with company procedures

## Knowledge and Experience

- Accounting knowledge at a business level
- Experience working as a consultant for a software house or advanced experience gained in the distribution sector such as a Builders Merchant, Plumbers Merchant, Electrical Wholesaler or other distribution or ERP businesses.
- Sound working knowledge of customer and business account practices, including day to day transactions, month end, yearend and audit activities.
- Demonstrable configuration, installation and implementation experience relating to ERP Go Live's including working knowledge of Accounting processes.
- Excellent customer service and customer facing skills to work alongside customers on and off site.
- Proficient in Microsoft Word, Excel and Project

## APPLY NOW

If you are interested in the position, please Email your CV to: [careers@intactsoftware.com](mailto:careers@intactsoftware.com)