**Position Description:**
The Solution Consultant I is part of the team responsible for architecting, configuring and managing project initializations for the DataServ Software as a Service (SaaS) solutions.   This position is accountable for completing project tasks with quality while meeting project deadlines. The Solution Consultant I analyzes and fixes system, process and data issues experienced by DataServ clients and acts as the Tier 3 level of escalation for Client Support.

**RESPONSIBILITIES:**

Essential Functions

* Assists the Sales team by conducting pre-sales demonstrations and serving as a Subject Matter Expert (SME) in these instances. (30%)
* Implements new client projects and new enhancements or add-on products for existing clients. This involves documenting the tailoring to the solution defined, initialization of those enhancements, testing and evaluating the solution to confirm that it enhances the client’s process and use of the DataServ system. (50%)
* Analyzes reported client-specific or system-wide issues, determines affected data and system components, makes solution recommendations to fix the issue, implements the fix then tests the unit/system to confirm the issue is fixed. This involves configuration of internally developed software tools for Document Management, application debugging and programming, job scheduling, database querying and manipulation, and reporting. (20%)

Additional Duties

* Assists the Solutions Consultant II and III with scope of work creation, business requirements analysis, solution design and initialization, test plan creation and execution, process documentation and management of miscellaneous project deliverables.
* Produces defect-free, reusable deliverables that meet defined project scope specifications.
* Thoroughly and effectively documents and formally explains new processes to IT Operations and Client Success/Production Support Groups to ensure a smooth transition to support after initialization of a project.
* Works effectively in an Agile environment, working in two-week sprints.
* Becomes the third level of escalation for client issues from the Client Success/Production Support Groups.
* Works on diverse internal projects involving improvement of the DataServ project methodology and processes to enhance the client experience.
* Interfaces with Client Success team, DataServ clients, vendors, peers and managers to clarify issues, coordinate activities, proactively discuss project roadblocks or delays, and communicate results.
* Answers client questions and addresses client issues thoroughly and professionally.
* Must be able to communicate verbally and in writing both technical and non-technical terms depending on audience. Will participate in client calls and assist/attend client meetings.
* Proactively reports issues and suggests process improvements.
* Contributes to the product development process by providing input and ideas for efficiencies and client value.
* Participates in on-going professional development activities to build technical, business and Document Management expertise.

Competencies

* Communication
* Technical Expertise / Knowledge
* Teamwork
* Problem Solving / Results
* Trust / Ethical Practice
* Cultural Awareness / Values
* Relationship Management
* Consultation

**WORK ENVIRONMENT**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, printers, telephones, photocopiers, and filing cabinets. As a Software-as-a-Service (SaaS) company, employee must be technically savvy with the ability to use the computer/keyboard to conduct business.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; talk or hear. The employee must occasionally lift or move office products and supplies up to 20 pounds.

**POSITION TYPE/EXPECTED HOURS OF WORK**

This is a full-time, exempt position with days of work Monday through Friday and with hours scheduled around core hours of operation. Occasional evening and weekend work may be required as job duties demand.

**TRAVEL**

Travel up to 25% is expected for this position.

**REQUIRED EDUCATION/EXPERIENCE**

* + Undergraduate degree in Computer Science, Information Technology, or Management Information Systems or Business Management/Administration
* 1–3 years business analysis experience or other equivalent technical background
* Comfortable giving presentations to all levels of management
* Experience managing multiple small projects simultaneously
* Experience with system testing and documentation
* Thorough understanding of full application development lifecycle

**PREFERRED EDUCATION/EXPERIENCE**

* + SQL Server a plus
	+ Experience with third party tools for process automation, reporting, ETL, etc. a plus
* Experience in an Agile environment a plus

**ADDITIONAL QUALIFICATIONS**

* Proven analytical thinking and problem-solving skills
* Must exhibit strong written, verbal and listening communication skills
* Ability and desire to thrive in a team-oriented, fast-paced environment

**AAP/EEO STATEMENT**

DataServ is an Equal Opportunity Employer/Vet/Disabled.

I have received a copy of this job description and reviewed the responsibilities of this position. I understand that if I have any questions about the duties or responsibilities of this position, I will speak to my Manager or Supervisor. Signing below constitutes my understanding of the requirements, essential functions and duties of the position.

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Employee Signature Date

**Please Note:** This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.