

Job Overview

The PeopleSoft Technical Consultant will assist with the operations, project, and sales functions. This role is measured on revenue generated, team and personal utilization and headcount growth besides making the right decisions to ensure long-term growth of services.

Responsibilities

- Drive team and individuals to achieve high customer satisfaction levels.
- Promote a team oriented, challenging and innovative work environment.
- Proactively seek projects where consultants who are coming available can be placed by networking with sales teams, fellow managers, customers etc.
- Manage bench.
- Player/coach.
- Manage and mentor consultants on a regular basis to ensure department goals are met and are in line with consultants' career goals.
- Professional assessment and development; support consultants assignments; develop individual development plans; and work with them to ensure training opportunities are arranged. Assess the skills inventory of the team as whole on a regular basis and identify gaps. Identify training opportunities and work with training providers on curriculum.
- Review consultant status reports and proactively address issues.
- Provide feedback periodically to ensure consultants stay engaged and perform to the best of their ability.
- Assist Client Executives to ensure proper project placements and extensions; resolve problems with billing rates or time or expenses etc.
- Do project reviews periodically to ensure consultants are delivering to expectations. Provide recommendations to consultant/project manager or customer to ensure project success.
- Manage customer escalations by working together with consultants and Client Executives.
- Provide support on customer calls/meetings to assist with solutions and to explain the value our consultant and DLZP Group brings to the customer.
- Review bids to ensure effort is correctly estimated and staffed. Help with Statement of Work, estimates and staffing.
- Assist with presentations to customers to help position the group and the value it brings.
- Constantly network with sales teams to stay on top of demand. Help create account plans. Maintain a demand pipeline for the team.

Qualifications

- 5+ years of PeopleSoft experience or Subject Matter Proficiency.
- Experience with remote teams.

- 3 to 5 years of hands- on software implementation consulting experience.
- Experience in managing HCM and/or Financials projects.
- Ability to work in diverse, fast paced environment and effectively collaborate across teams.
- Ability to work in diverse, fast paced environment and effectively collaborate across teams.
- Ability to balance customer demands with aggressive customer satisfaction, utilization, revenue and profitability objectives.
- Leadership abilities to motivate and focus the regional organization on team and individual objectives.
- Willingness to "roll up one's sleeves" and assist wherever needed.
- Team player who will work across the organization and company to continue improving the way we serve our customers.
- Excellent communication, sales and presentation skills.
- Ability to travel up to 50%

Must be a U.S. Citizen and U.S. based.

To Apply:

Please send your resume to Resume@dlzpgroup.com.