



PUBLISHING TECHNOLOGY PLC

JOB DESCRIPTION

JOB TITLE: Implementation Consultant

JOB REF: PTP069

DIVISION/DEPARTMENT: Project Services

REPORTING TO: Director of Implementation
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JOB TYPE: Full Time/Permanent

LOCATION: Somerset NJ

PURPOSE OF JOB

<p>Publishing Technology is seeking highly skilled professionals for the position of Implementation Consultant to join our North American Professional Services group. Working in a team environment, this position entails performing Business Analysis, Software Implementation, and support of a number of core applications to directly support customer requirements and enhance their implementation through new configuration and customization in an implementation project setting, coordinating all software testing activities with our central Publishing Applications (engineering) Group.</p>

KEY RESPONSIBILITIES

<p>The overall responsibility of an Implementation Consultant is to lead or support the installation, configuration, and delivery of Publishing Technology's advance™ solutions for our clients, assist clients with best practices for managing their processes and operational environments, and managing the diagnosis and resolution of issues. The Implementation Consultant is a key member of the project team and provides on-site presence at the client's location for business process reviews, training, testing, and technical and user support during all phases of an implementation project.</p>
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MAIN/CORE TASKS

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| <ul style="list-style-type: none">• Use Publishing Technology's advance™ software to configure applications and databases for publishing industry customers• Assist publishing clients in developing written procedures for utilizing and optimizing the operation of PT's advance™ applications• Conduct and document high-level needs analysis with publishing customers, translate user needs into functional requirements and business specifications, including screen layout and process / workflow changes• Prepare and deliver sessions on the PT applications software as they relate to the client's business needs• Provide field sales support and identify new business opportunities with existing customers• Assist client training staff to assess training and skills needs, and oversee client user acceptance testing• Manage the testing of software customizations, including preparation of test scenarios and execution of test cases |
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- Enforce Publishing Technology's quality assurance processes, test, verify and document the advance™ applications software
- Following approved formats, provide documentation that defines the system application setup during the implementation process, to provide clients with an authoritative reference of how the system was configured
- Responsible for the reporting, investigating and resolving of software and client issues
- Develop expertise of the publishing industry, and apply its principles to PT's advance™ applications
- Leverage knowledge of relevant technologies toward the implementation of PT's advance™ applications

KEY SKILLS SUMMARY

- Experience in implementation and support of ERP and internet based systems
- Background in publishing, finance, or manufacturing processes and systems
- Strong customer facing professional skills including presentation, training, expectation management, and follow up
- Self-motivated, organized and able to work to demanding deadlines
- Excellent verbal and written communication, and presentation skills
- Proficiency with relational databases, SQL, Client Server and report writers
- Experience with Business Intelligence software (Business Objects, Cognos, Crystal Reports) applications
- Familiarity of the installation of SQL 2008 and Microsoft windows server 2008
- Computer Science degree or similar

SPECIAL TASKS

- This is a full time office based role in Somerset NJ, with travel to publishing customer and other locations (primarily in North America) as dictated by business requirements.
- Standard Business hours apply, with additional (and flexible) hours as necessary
- Publishing Technology's benefits package meets or exceeds industry norms in all areas.

FLEXIBILITY STATEMENT

The fast moving nature of the company's business also means that you may, from time to time, be asked to perform roles outside your original job description. This allows the company to utilise its people in the best possible way at all times and to help employees make their contribution to a changing environment.

INTERNAL RELATIONSHIPS

Works closely with other members of the Professional Services group, Publishing Application Group, Service Delivery IT staff, project managers, sales, account managers, and customer services.

EXTERNAL CONTACTS

Customers, Third Party Vendors

Interested applicants should send their CV/resume to recruitment@publishingtechnology.com quoting the above job reference.