

United Arab Emirates Jobs Expertini®

Functional Consultant – Sage 300

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Company: RFR Group

Location: , , United Arab Emirates

Category: management

Position Title – Functional Consultant Sage 300
Department – Projects
Reports To – General Manager / Project Manager
Location – Sri Lanka / United Arab Emirates

Duties
Conduct project-based consulting activities: You will be responsible for problem identification, software specification and/or design, implementation, documentation, testing, client training, and solution deployment, following Sage's Methodology.
Cost and Schedule Monitoring: Interact with company and client managers to monitor project costs and schedules effectively.
Financial Responsibilities: Comply with financial responsibilities, including project cost estimating, proposal generation, and invoicing.
Milestones and Support: Take ownership of assigned milestones and support tickets, ensuring timely and successful resolution.
Sales and Proposal Support: Participate in sales and proposal presentations, providing technical expertise and insights to potential clients.
Utilization and Revenue Goals: Strive to achieve defined utilization and revenue goals to contribute to the overall success of the organization.
Identify Product/Services Opportunities: Identify additional product or service opportunities within customer organizations to drive business growth.
Independent and teamwork: Work independently at client sites but be adaptable to team collaboration when needed. Using both business and technical skills, you will work directly with customers to identify business requirements with sufficient detail and clarity to allow technical solution proposal development.
Customer Satisfaction: Ensure high levels of customer satisfaction by delivering excellent service and support during implementation and beyond.
Plan, Design, and Launch Information Systems: Collaborate with customers to plan, design, develop, and launch efficient information and operations systems.
Communication, Analytical and Problem-

Solving Skills: Apply proven communication, analytical and problem-solving skills to help identify, communicate, and resolve systems issues in order to maximize the benefit of IT systems investments.

Maintain Customer Relationships: Collaborate with the sales team to develop and close services projects, maintaining strong customer relationships.

Analysis and Documentation: Conduct analysis of client business processes and functional requirements and prepare relevant documentation to communicate and validate the information. Analyses the data, evaluate existing application products, and recommends efficient, cost-effective solutions which support client business processes and functional requirements. Documents functional requirements, workflow, and system specifications. Applies technical and business knowledge to analyse client requirements and match them to system functionality.

System Integration: Familiarize with key functions of client's key systems to identify integration points and make recommendations.

Testing and Acceptance: Work with clients during system testing and product acceptance phases to ensure quality and customer satisfaction.

Knowledge Development: Stay updated with industry trends and the latest technology solutions, continuously developing technical and industry-specific knowledge.

Time and Expense Reporting: Ensure timely administration and enter time and expense reports accurately.

Collaboration and Process Improvement: Interact with peers and managers to share knowledge, raise critical issues, and suggest process improvements.

Support Existing Clients: Manage and support relationships and installed products at existing clients, handling questions, solving problems, performing upgrades, and ensuring overall client satisfaction.

Sage X3 & Sage 300 ERP Implementation: Implement and support Sage X3 & Sage 300 ERP for new and existing customers, covering design, configuration, testing, data conversion, training, and go-live support.

Consulting Estimates and Project Scope: Provide detailed consulting estimates and project scope documents to facilitate successful implementations.

Project Management: Provide project management support during implementations to ensure project success.

Qualifications: Bachelor's degree or equivalent in a relevant field. 03 years of work experience in a similar position.

Travel: Ability to travel to customer sites with overnight stays is mandatory, and occasional travel outside the region may be required (10%-20%).

Sage X3 & Sage 300 Expertise: Possess expertise in Sage X3 & Sage 300 implementations and support across different verticals, able to engage and satisfy demanding customers.

Team Leadership: Demonstrate leadership abilities to lead a team of highly qualified professionals. Naturally comfortable to work in a relaxed but highly competitive

environment. Effective problem-solving and project management abilities. Excellent communication and teamwork skills. Committed to high customer satisfaction. Experience engaging with diverse clientele. Ability to gather requirements and propose solutions. Familiarity with client business processes. Strong analytical and documentation skills. Apply Here Full Name * Email Address * Phone Number * Gender * Male Female Other Address * City State/Province ZIP / Postal Code Country How were you referred to us? Employee Newspaper Ad Social Media Other (please specify Upload your cover letter (Max file size: 10MB/ Allowed format pdf, doc, docx only) No file chosen Upload your Resume (Max file size: 10MB/ Allowed format pdf, doc, docx only) * No file chosen

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