



JOB SPECIFICATION

Software Implementation Consultant

Fraxion Spend Management



About us

Fraxion offers an innovative cloud solution for spend management and efficiency, trusted by thousands of brands worldwide and top rated by Gartner, Fraxion actively manages over \$10 billion of spend across the globe at over 1,000 customers and more than 200,000 active users. Using Fraxion, businesses can spend smarter and streamline the procurement process for better business outcomes.

Job Title: Software Implementation Consultant

Responsible for providing a consultative approach to successfully implement our cloud-based procurement software to achieve the organization's objectives by working directly with clients in defining requirements, proposing solutions, configuring and providing training.

Date: November 2020

Region: Seattle, Washington

Closing date for applications: TBD

Broad Outline of Duties:

- Successfully lead and serve as the single point of contact for implementation projects from initial planning to go-live.
- Analyze clients' business process to understand requirements and objectives.
- Recommend efficient process improvements and solutions and manage expectations.
- Manage client software configuration and any required data conversion for implementation.
- Assist client in software testing and rollout.
- Train users for optimized use of software.
- Establish and maintain regular progress and status reporting for the client during implementation project.
- Document client-specific configurations for on-going software support.
- Manage multiple, simultaneous implementation projects.
- Management of project quality and contribute to the continuous quality improvement of the Implementation process.
- Provide feedback to sales and product management with respect to customer needs based on post-implementation discussions.

Education, Training and Experience Requirements:

Computer skills	MS Office, advanced excel skills
Level of Formal Professional Education or Training	Bachelor's Degree

Level of Experience in Job Advertised	2+ years Cloud ERP software consulting experience and/or Experience as Business Analyst
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Other Requirements:

Motivation	S/he is to a large degree required to control performance. S/he must be self-motivated be driven to set definite goals which s/he'll take appropriate steps to achieve.
Initiative	S/he must have the ability to use initiative to ensure customer satisfaction and retention.
Interpersonal Relations	S/he must be able to associate with others and to appreciate/understand their views, needs and ideas.
Assertiveness	S/he must be able to stand firm regarding Company policies, procedures and practices.
Coping skills	S/he must be able to cope with day-to-day problems and must be able to work under pressure.
Communication/Impact	S/he must always be able to communicate professionally and project a positive corporate image.
Travel	Less than 10% travel is expected

Other Competencies:

Initiating Action	Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being pro-active
Quality Orientation	Accomplishing tasks by considering all areas involved and showing concerns for all aspects of the job.
Work Standards	Setting high standards of performance for self and others, assuming responsibility and accountability for successfully completing assignments or tasks.
Follow up	Ensuring that initiatives and suggestions gain sign-off and are then followed though to fruition by coordinating the necessary resources and driving these to completion.
Managing work	Effectively managing one's time and resources to ensure that work is completed efficiently.

Adaptability	Maintaining effectiveness when experiencing major changes in work tasks or the work environment, adjusting effectively within new work structures, processes, requirements or cultures.
Customer Focus	Making customers and their needs a primary focus of one's actions, developing and sustaining productive customer relationships.
Product Knowledge	In-depth knowledge of the company's service offering

Please forward all resumes to careers@fraxion.biz

Should you not hear back from us in 2 weeks, please consider your application unsuccessful.