



## **BUSINESS CONSULTANT**

### **Purpose**

Consult customers on business goals, objectives, and needs as they relate to the use of technology. Work individually or within a team on technology business consulting projects to meet specific customer requirements. Work directly with the client and may travel to the client site. Serve as pre-sales support specialist when needed.

### **Duties and Responsibilities**

#### **Essential Duties and Responsibilities**

- Coordinate and manage technology business consulting projects.
- Gather required data from end users to evaluate objectives and goals.
- Estimate time frames, quality, and quantity of resources required to successfully implement project.
- Create a project plan incorporating variables such as deliverability, performance, maintenance, design, and costs.
- Conduct periodic status checks with customers and team to assess progress against the schedule.
- Assess business environment and available technologies to recommend solutions.
- May perform consultative selling to leverage professional services.
- Oversee the primary activities of individual contributors (see above) to ensure completion of tasks and attainment of departmental goals.
- Handle personnel activities of staff (i.e., hire, train, reward, motivate, discipline, terminate, performance reviews, and pay discussions).
- Evaluate and assess new projects based upon size, complexity, and time frame.
- Select and assign appropriate project leader and team member(s).

#### **Non-Essential Duties and Responsibilities**

- Serve as escalation point for issues beyond project team authority; resolve conflicts involving scheduling, resources, or technical issues.
- May be responsible for budgeting of department's personnel, capital, and/or operations expenses.

## **Knowledge, Skills, and Abilities**

### **Education/Training/Work Experience**

- Bachelor's degree in computer science, business, marketing, or sales.
- Typically requires six (6) or more years of experience in relevant industry business practices, business consulting, or technical consulting.
- Excellent communication, presentation, and project management skills.
- Extensive travel required.
- Professional appearance required.
- May require technical certification.
- Leadership levels may require additional skills and knowledge above those required of independent contributors.
- Advanced degree desirable.

### **Specialized Knowledge and Skills**

- Manages project resources to a schedule.
- Provides technical guidance to technical support staff.
- Serves effectively as liaison between company and customers.
- Excellent communication, presentation, organizational and planning skills.
- Excellent interpersonal skills to work as a team member and customer liaison.

### **Required Attributes**

The following minimum attributes are required for success. Employees must consistently demonstrate behaviors which exemplify these attributes.

- Demonstrates Excellence – excels in assignments and interactions with customers, peers and leadership. Excels in delivering a quality work product.
- Respectful – Shows appropriate level of respect for clients, co-workers and management. Does not denigrate or demean others.
- Intellectual Curiosity – Seeks out information and applies new knowledge to efforts in the workplace.
- Takes Pride In Work – Displays an outward sense of accomplishment for won effort and the effort of team and Company. Is not satisfied until work meets the standard of excellence.
- Positive – Displays positive behavior regarding co-workers, clients, projects and prospects for the Company.
- Passion – Cares passionately about the success of the Company and our work efforts and demonstrates that in interactions, effort and work produced.
- Supports Company Position & Initiatives – Discusses point of view at appropriate time with management; supports Company decisions and positions.
- High Energy – Shows enthusiastic and extremely focused behavior; attention focused on solving critical problems and being impactful; energizes others.

- Appropriate Effort – Displays an earnest and diligent effort to complete any given task; does what it takes to get work completed.
- Resourceful – Able to deal skillfully and promptly with new situations, difficulties, etc.
- Resilient – Accepts that overcoming adversity is required for the job; recovers readily from adversity.
- Creative – Brings creative solutions to problems and offers creative ideas for the Company and our clients.
- Dynamic – Interactions with others are compelling and persuasive.
- Leadership – Leads others and motivates them to increase their impact.
- Introspective – Demonstrates an awareness of personal strengths and weaknesses; learns from experiences and seeks to improve.
- Judgment – Demonstrates good judgment in making decisions and in communicating.
- Communication – Communicates openly and honestly; listens, speaks and writes well; presents effectively.
- Integrity – Accepts responsibility; honors commitments and obligations.

### **Equipment and Applications**

PCs, spreadsheets and various other software applications used as required. Demonstrated proficiency with Microsoft Office.

### **Work Environment and Physical Demands**

- General office environment.
- Considerable stress may occur at times.
- Expected to work an average of 45 hours per week.

### **Exempt**