



Role Description

Professional Services
Consultant

November 2018

Professional Services Consultant

Very simply, SuiteBox is a fast-growing, SaaS-based technology company, born in New Zealand but setting our new roots in the North West, providing us with our European Headquarters. Our technology helps businesses to close sales faster, reduce deal abandonment and guarantee compliance in one simple, cloud-based app..

We are building our Professional Services Team to provide guidance and support to our clients through their journey with SuiteBox. The Professional Services Consultant will be involved with our customers with pre-sales engagement, management of the delivery lifecycle where new development and integration is required, and ultimately supporting the client project until deployment and handover to the Customer Success team.

We work closely with customers to ensure they get the most value from SuiteBox.

The Role

This is a challenging and varied role, where you'll work directly with customers, but also involves working closely with the Customer Success, New Business and Product/Technology teams. Strong project management and effective stakeholder communication skills are essential and will be used extensively throughout the role.

Responsibilities of the Professional Services Consultant

You will be responsible for:

- > Providing pre-sales and technical support and to Partners and New Business team
- > Work closely with New Business team and Partners to understand the use cases of SuiteBox within a prospect's business and articulate how SuiteBox can fulfil these business requirements
- > Capture and document new requirements from prospects and customers
- > Analyse these requirements against the current technology capability and roadmap to ensure alignment and consistency
- > Work with the Product and Technology teams to obtain estimates
- > Document and submit proposals to customers for review and acceptance
- > Develop and manage project plans for the delivery of the technology (including integrations and enhancements) to the client

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- > Ongoing provision of support to customers pre and post-implementation including delivery of training, analysis and consultancy, in conjunction with the Customer Success team, prior to handover
- > Manage stakeholder expectations, conflicts and priorities
- > Effectively communicate (verbal or written) with internal and external stakeholders including senior management, architects, developers, testers, vendors
- > Provide input, recommendations and critique for solution design
- > Analyse risks and determine mitigation strategies
- > Comply with all processes, adopted methodologies, standards, and deliverables associated with all elements of the Software Development Lifecycle

What SuiteBox Can Offer

This role is ideally suited to a candidate with hands-on experience in a software company or consulting business, who is looking to take the next step in their career with a nimble, agile and innovative, early stage growth company. For the right candidate, we would anticipate the opportunity to build and lead a professional services team for the organisation within the next 6 months.

The company offers:

- > A flexible working environment
- > Very flat structure where openness, contribution and communication are highly valued
- > Opportunity for travel
- > Opportunity for rapid career progression
- > Modern office environment
- > Competitive remuneration and the opportunity for future equity participation based on performance

To enable you to be successful, we are looking for:

- > Educated to degree level (preferable)
- > A confident worker, comfortable with working alone and as part of a wider team
- > Flexibility with reference to working hours and travel requirements.
- > Willing to be adaptable to changing priorities, and to accommodate the need for urgency
- > A good communicator, both orally and in writing
- > Ability to speak French desirable but not essential
- > Enthusiasm and willingness to learn
- > The ability to work alone and as part of a team
- > Comparable experience advantageous
- > Analytical competency advantageous
- > Familiarity with integrating web services and/or competency with common coding languages such as Java, .NET or PHP

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The Ideal Candidate

The ideal candidate will:

- > BSc degree preferred or equivalent proven experience; BSc in Computer Science, Information Systems, or Business Management is highly desirable
- > 5-10 years of industry-specific Business Analysis professional work experience
- > Experience with Agile project delivery methodologies
- > Experience within a Software Vendor (preferred, but not essential)
- > Experience within Financial Services (preferred, but not essential)
- > Technical background and experience defining and/or developing technical software solutions, ideally web related products
- > Extremely capable of understanding customer needs and demonstrates product intuition
- > Seasoned in evaluating products and/or services and making recommendations for implementation
- > Must have excellent problem analysis, troubleshooting, and resolution skills
- > Excellent oral and written communication skills in general business and technical environments
- > Highly analytical; Ability to think strategically and to develop comprehensive detailed specifications
- > Capable of negotiating and/or managing relationships with third party vendors
- > Able to excel in fast-paced, dynamic environments, with very aggressive project timelines
- > Self-directed, very responsible, and highly self-motivated
- > Flexibility with reference to working hours and travel requirements.
- > Willing to be adaptable to changing priorities, and to accommodate the need for urgency
- > A good communicator, both orally and in writing
- > Additionally, the ability to speak French is desirable and will be advantageous for a candidate, but it is not an essential requirement of the role.

Application Process

You can apply by emailing careers@suitebox.com in the first instance, attaching a CV and a brief, written summary of your experience and skills. If you would like to have an informal discussion about the role, please contact James Barnes, on 0151 958 9955.

We will shortlist candidates and contact candidates to arrange an initial interview by phone or by online videoconference. Candidates successful at this stage will be invited to make a presentation to members of SuiteBox's senior team.

The successful candidate will be subject to thorough reference check, including a criminal records disclosure and personal credit reference checks.

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