

## Software Configurator - responsibilities:

Priority process	Activities	Measures
<p><b>#1</b></p> <p><b>Solution Architect</b></p>	<ul style="list-style-type: none"> <li>● Analyse functional and technical requirements during a project</li> <li>● Configure ecoPortal software to meet client needs and expectations</li> <li>● Support and maintain existing customer solutions</li> <li>● Develop future-proof configuration solutions</li> <li>● Ensure sustainable, scalable, best-practice solutions that meet and exceed customer needs</li> <li>● Document customer issues efficiently and concisely</li> </ul>	<ul style="list-style-type: none"> <li>● Successful implementation of workflows requested by clients</li> <li>● Updated status on projects on trello, etc.</li> </ul>
<p><b>#2</b></p> <p><b>Best practice</b></p>	<ul style="list-style-type: none"> <li>● Creating high quality results using best practices</li> <li>● Actively identifying and helping to build operational improvements, resulting in faster development and ever improving execution of company goals</li> <li>● Testing and providing feedback on new developments to ensure usability, and feedback on use cases</li> </ul>	<ul style="list-style-type: none"> <li>● Use of best-practice workflow</li> <li>● Adding ideas and thoughts on gaps/existing process that can be improved</li> </ul>
<p><b>#3</b></p> <p><b>Team work</b></p>	<ul style="list-style-type: none"> <li>● Close interaction with the Implementation and Client Success Manager</li> <li>● Close interaction with other software configurators</li> <li>● Support the development of tailored solutions to support the Sales Team</li> <li>● Make active contributions to help achieve team goals and successes</li> </ul>	<ul style="list-style-type: none"> <li>● Attending Team Meetings</li> <li>● Communication with Implementation and Client Success Team members</li> </ul>
<p><b>#4</b></p> <p><b>Time management</b></p>	<ul style="list-style-type: none"> <li>● Effectively resolve customer inquiries in a considerate and timely manner</li> <li>● Estimating required workload for configuration of additional features</li> </ul>	<ul style="list-style-type: none"> <li>● Timely outcomes at required quality</li> </ul>

	<p>requested by the client</p> <ul style="list-style-type: none"> <li>● Updating Implementation/Client Success Manager on project status, date changes, risks, and dependencies</li> </ul>	
<p><b>#6</b></p> <p><b>Knowledge management</b></p>	<ul style="list-style-type: none"> <li>● Reporting to and engaging with Implementation and Client Success Manager</li> <li>● Routine engagement with marketing, implementation, client success, tech and other teams as required</li> <li>● Contribute to the ongoing learning and success of the team, and the company, by sharing knowledge through mentorship, collaboration, and aiding in documentation</li> </ul>	<ul style="list-style-type: none"> <li>● Improved configuration skills</li> </ul>
<p><b>#5</b></p> <p><b>Culture</b></p>	<ul style="list-style-type: none"> <li>● Promoting company culture and reinforcing it in the Implementation Team, as well as the wider ecoPortal team</li> </ul>	