

Sr. Professional Services Consultant

EasyVista, a global leader in IT Service Management software, is currently seeking a Sr. Professional Services Consultant to join our growing team. The Sr. Professional Services Consultant will be involved in all aspects of the solution delivery process and play a key role in helping to radically improve the service experience by guiding customers to ensure they achieve success using EasyVista's proven IT service management products.

The right person for this exciting opportunity should have a passion for true customer success. This position requires senior technical expertise, along with proven skills in customer management and business consultancy. This individual will actively engage with customers through exceptional interpersonal skills to create win-win outcomes for all parties involved. The ideal candidate should be ready, willing, and able to work collaboratively with customers and EasyVista partners to successfully carry out and complete challenging and complex implementations. This position will report to the Sr. Manager of Professional Services and Support.

If you strive to ensure an exceptional customer experience every time, this position is for you! Become part of a dynamic, growing company with great benefits and opportunities for growth. We would welcome your help in taking great care of our growing list of enterprise customers.

Key Duties

- Responsible for understanding client requirements, providing guidance for how EasyVista IT Service Management solutions can meet their requirements, configuring the solution, and delivering training
- Actively involved in all aspects of solution delivery: gathering customer requirements, solution-design, hands-on configuration, solution training, documentation, project management and post-production support
- Provide guidance on ITSM best practices
- Assist and support our certified partners
- Assist the pre-sales team in preparing RFP responses, demonstrations and proof of concepts
- Scope new engagements and prepare statement of work
- Ensure each engagement meets or exceeds targets and customer satisfaction
- Mentor less experienced team members and work to improve processes and customer satisfaction

Minimum Requirements/Qualifications

- 5 years minimum field experience with design, product configuration, training and support of integrated ITSM and/or ITAM products
- Proven successful delivery of numerous hands-on end-to-end configurations from the design to the go-live stage
- Prior experience in a consulting environment
- Proven customer-facing skills and relationship management abilities
- Excellent communication skills (written and oral)
- Experience with relational databases (SQL, Oracle, MySQL, or other)
- SQL knowledge (SQL statements, i.e. insert, update, join, case, stored procedure, User Defined function)

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- ITIL V3 Foundation certification with experience in Incident, Request, Problem, Change, and Service Asset and Configuration Management processes. ITIL Expert or other advanced ITIL certification(s) preferred
- Proven experience managing complex projects
- Willingness and ability to travel to customer sites to assist with implementations
- Willingness and ability to travel internationally (valid passport with no travel restrictions)

Desirable Skills

- Self-starter who can work both independently as well as within a team
- Proven ability to quickly learn new applications and technology
- Proven ability to work creatively and analytically in a problem-solving environment
- Experience with web-based applications (architecture, design, performance)
- Experience with MS SQL server technology (MS SQL Server Management Studio)
- Experience with web services technologies
- Experience with VMWare technology (virtual machine environment)
- Experience designing and developing custom integrations using SOAP and REST
- SaaS industry experience

Travel Required: 50% to 75%

Full-time, exempt, 40+ hours per week