

Cable & Wireless Communications Plc Job Description

Job Title: Implementation Consultant		Work Level: Colleague	Reports to: Head of Engagement & Delivery
Purpose of Role: Support the delivery of solutions to the Business Units encompassing the development lifecycle process from requirements gathering through to training, deployment and post production support.			
Role Dimensions		Personal Requirements for Role	
<p>Primary Accountabilities:</p> <ul style="list-style-type: none"> • On Site Implementation: Manage the successful implementation of our IT strategy through the support of User Acceptance Testing by facilitation of the test case creation, issue resolution and progress reporting, systems training (functional, configuration and technical), provide configuration and data set up advice, post implementation support and general advice to business users on the development of operating procedures and working practices. • Develop and Deliver Training Courses: In response to our proactive identification of training requirements or in support of requests from Business Units including customization and delivery of systems training courses (functional, configuration and technical), including preparation of all relevant materials and documentation. • Deploy Business Unit Solutions: Accountable for the delivery of small Projects into the Business Units to meet their needs. Assist Business Unit with requirements gathering, project structure, governance and resourcing requirements for implementations. Manage delivery from project initiation through to successful deployment and management of post implementation issues. • Functionality Testing: Test new and changed functionality and provide feedback to Development Team. • Product Knowledge: Maintain a detailed understanding of new developments by reviewing all upgrade plans and training material, maintain self-awareness of product evolution and telecommunication developments within CWC, participate in initiatives to identify how business areas can enhance their business and service performance by appropriate use of the system, participate in workshops and provide any considered advice on changes to working practices with respect to systems functionality. 		<p>Experience:</p> <ul style="list-style-type: none"> • 5yrs+ experience working for or with Telco's in a Billing/ CRM training, implementation or deployment role • From a Development or Support background looking to make the transition to a customer facing deployment role • Leadership of a virtual team in a customer facing environment • Class-room based teaching and presentation • Of training and implementation of a CRM/BSS/OSS product <p>Technical Skills:</p> <ul style="list-style-type: none"> • Good understanding of telecom products, processes and technology • Able to understand network/applications, processes and their Integration and the systems development lifecycle • Knowledge of some of the following Linux, Open VMS, ACMS, SQL and scripting • ComverseONE Product Catalogue would be a strong advantage • Business analysis skills including a logical and methodical approach to problem solving • Working knowledge of MS, Online Meeting and development tools to create eLearning and static content 	
<p>Significant Demands: Role is expected to liaise and meet with Business Units face to face regularly which will require travel (guideline: 1 week in 8)</p>		<p>Qualifications:</p> <ul style="list-style-type: none"> • Degree level • PRINCE2 / PMP desirable but not essential 	
<p>Working Practices & Relationships:</p> <ul style="list-style-type: none"> • Key relationships with all levels in the Business Unit, including IT, Training and Project Managers in addition to end users from all user groups • Engage and influence internal teams to ensure Business Unit agenda is successfully delivered as relates to the above 		<p>Key Behaviours:</p> <ul style="list-style-type: none"> • Customer focused • Confident and motivated self-starter • Excellent communication / presentation skills • Able to influence and manage stakeholders • Agent for change – will constructively challenge status quo • Able to empathise and understand customer issues and challenges • Ability to deliver in virtual team environments • Thrives under pressure in a customer facing delivery environment 	
<p>People: No direct reports</p>	<p>Financial: Not a budget line holder</p>	<p>Location: Coral Gables, Miami</p>	

Interested applicants submit resume to careers@cw.com. Please indicate the title and location of the position in the subject line of your email.