

PROFESSIONAL SERVICES CONSULTANT

Who we are:

EnabledSuccess is an award-winning provider of market-leading business software applications (CRM, ERP and Web commerce) to the small to medium-sized business market. We have customers across North America, with a focus on the Ottawa to Toronto corridor. As a dynamic and fast-moving company, we are seeking the creativity, innovation, and dedication you will bring to our growing team.

What you'll be doing:

You will be a part of the Professional Services team responsible for delivering successful software solutions. This team performs the following functions on three platforms, NetSuite, SAP and Ulysses:

1. Assess customer's software needs after the sale has been completed
2. Maps the customer's needs to the Business Software application being implemented
3. Develop the necessary configurations
4. Guide the customer through User Acceptance Testing and deliver Training
5. Provide on-going Support Services to customers on Support packages

The strong candidate will be a self-starter, have excellent problem-solving capabilities and good business acumen. You will be able to follow a plan and/or critically think through complex issues. The ability to quickly and effectively learn new skills will be a significant asset as you learn the software you will be working with. Familiarity with Microsoft Office products, general computer proficiency and experience in a professional office environment is required. Your excellent oral and written communication skill, and ability to work successfully in a team setting will be part of your success.

Your responsibilities will include:

1. Configure and customize the business software application according to documented needs, usually working in a team approach with other members of the Professional Services team
2. Create, execute and document tests of technical, functional and user-interface performance
3. Assist with development and delivery of end-user training
4. Deliver high-quality customer service to resolve or escalate end-user questions about the software and its configuration

Qualifications:

- Degree/Diploma in Business or Computer Studies
- 2 or more years of experience with ERP or CRM implementation and customization
- Specific configuration expertise with NetSuite, SAP or Ulysses required
- Experience with Accounting, Bookkeeping, Sales or Customer Service processes would be an asset
- HTML or Javascript knowledge would be an asset

To Apply:

Please submit your resume to careers@enabledsuccess.ca. We thank all applicants for their interest in EnabledSuccess, however, only those selected for an interview will be contacted.