

PSO Operations Business Analyst/Project Manager (#IT-134)

Join the **Relationship Management team** at this company's Atlanta GA area headquarters. This role is with a team that serves as the liaison between the (PSO) internal professional services organization and the IT development team ensuring business needs are understood, prioritized and met.

This employer uses **Clarity 7.5.3** as the global project management and billing application supporting client engagements. While it is highly preferred that candidates possess complete working knowledge of the Clarity product, candidates with expertise in **Changepoint and/or Epicore** products will be considered. Ideally, a working knowledge and experience in a Professional services or consulting environment utilizing service related software (application & financial) is essential. Candidates must have a solid understanding of globally competitive business processes in a professional services environment, from Order to Cash, and issues related with them.

Beyond the technical expertise required for this role, the company seeks candidates with outstanding communication skills, attitude, enthusiasm and respect. As important is the well-rounded business knowledge/acumen that is essential to the success of this position. Travel will exceed 50% to include international. In this role, you will manage independent project assignments in conjunction with an overall team approach to customer satisfaction. You will be in constant communication with assigned customers throughout the organization and will possess a full understanding of the PSO business function, system uses and overall IT needs.

Responsibilities of this position include (but are not limited to):

- Competency in various aspects of a PSO business from Order to Cash
- As the interface between internal system users and other members of Information Technology, will lead and/or assist in the design, development, implementation and on-going use of the company's Clarity system.
- Serve as an extension of the business with a complete understanding of the system usage as it relates to day to day PSO operation, advocating improvements to optimize efficiency and effectiveness of the solutions
- Identify and resolve dependency and integration issues across multiple departments; perform system and process reviews, identifying acceptable solutions for process improvements, including those that cross departmental boundaries
- Support the company's migration team during migrations of new user groups and acquisitions

POSITION REQUIREMENTS:

- 4-year degree in a related technical or business field
- Five (5) years of applicable business consulting, business analyst, technical and/or customer support experience (or suitable combination of education/experience)

TECHNICAL REQUIREMENTS:

- Expert knowledge of Clarity 7.5.3 Project Management, Resource Management, Time Management, Financial Management and Workflow. Clarity certification is a plus.
- 5 years experience in PSO and financial application operation and support
- Demonstrate superior analytical skills to analyze data, do research, diagnose and solve diverse technical problems

IMPORTANT ATTRIBUTES:

- Complex problem solving and analytical skills and the ability to apply practical solutions through realistic planning
- Excellent communications skills and the ability to translate product information to both technical and non-technical professionals at all levels of an organization
- Demonstrated exceptional customer facing skills
- Experience with project management methodologies along with experience managing and affecting change in a global environment
- Self motivation and self reliance
- Strong verbal and written communication skills to explain technical concepts and functionality
- Decision-making ability to make procedural decisions
- Effectively manage multiple projects / tasks in a complex dynamic environment

- Leadership skills required to influence and affect change

Notes: Only candidates currently authorized to work in the U.S. without restriction will be considered. Candidates local to the Atlanta GA area will be considered, as relocation assistance is not available. This employer respects and embraces diversity in our workforce. EOE/AA M/F/D/V