

JOB Title: Sr. LMS Professional Services Independent Consultant (IC)
Job Category: Independent Consultant- 1099
Work location: Virtual – US from Independent Consultant’s home office
Reports to: Director, Service Delivery or Client Services and Support Manager
Last Reviewed: February 25, 2019

An Independent Consultant (IC) provides consulting services to HRIZONS’ client (s) under terms specified in an agreement between HRIZONS and the Independent Consultant. S/he will be responsible for leading and/or supporting the implementation and configuration of assigned SuccessFactors products for assigned customers, timelines and project plans, while ultimately configuring system application with a strong consultative approach.

Duties and Responsibilities

Essential duties and responsibilities include the following. Other duties may be assigned.

- Conduct physical and virtual discovery meeting with customer by identifying the customer’s current process and future state needs.
- Create/manage project plan in cooperation with customer’s project manager
- Educate the customer on assigned SuccessFactors product(s) and technical requirements
- Configure application to meet customer needs while providing best-practice guidance on customer processes
- Manage the relationship with the customer and be SuccessFactors’ primary “face” to the customer throughout the implementation process
- Master and maintain detailed knowledge of SuccessFactors’ product-suite configuration options
- Responsible for managing the relationship with the customer, seamless implementation of appropriately configured software, and for ensuring problem resolution, user acceptance, testing and some post-implementation support.
- Develop innovative recommendations and solutions that maximize the use of the product and mitigate customer pain points.
- Stay current in product upgrades and enhancement

Qualifications and Competencies

To meet the minimum qualifications for this position, an individual must have and be able to effectively demonstrate the following required skills and abilities.

- Ability to work in fast-paced, entrepreneurial environment with minimal supervision
- Ability to multi-task and be a team player who works collaboratively and effectively with others
- Exceptional project management, organization and time management skills
- Excellent presentation, oral and written communication skills
- Experience implementing assigned SuccessFactors Product including, but not limited to:
 - Learning Management System (LMS)

- Must be able to travel up to 25%. Some travel with short notice may be required.

Education and Experience

To meet the minimum qualifications for this position, an individual must have successfully completed the following:

- SuccessFactors Professional or Associate Certification which must be maintained per SAP's certification requirements within SAP Learning Hub for assigned product
 - Learning Management System (LMS)
- Bachelor's degree required in business, human resources, computer science, information systems, or a related field or its equivalent experience.
- Three years of experience of successfully implementing assigned SAP SuccessFactors product
 - Learning Management System (LMS)
- Minimum 2 years of experience in consulting or client-facing roles