

**JOB Title: Sr. 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:
  - Employee Central

- Employee Profile
- Performance & Goal Management
- Compensation & Variable Pay
- Succession & Career Development Planning
- Recruiting Management & Marketing
- Onboarding
- WFA / WFP
- ORD/Ad Hoc Reporting
- 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
  - Employee Central
  - Employee Profile
  - Learning Management System (LMS)
  - Performance & Goal Management
  - Compensation & Variable Pay
  - Succession & Career Development Planning
  - Recruiting Management & Marketing
  - Onboarding
  - WFA / WFP
  - ORD/Ad Hoc Reporting
- 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
  - Employee Central
  - Employee Profile
  - Performance & Goal Management
  - Compensation & Variable Pay
  - Succession & Career Development Planning
  - Recruiting Management & Marketing
  - Onboarding
  - WFA / WFP
  - ORD/Ad Hoc Reporting
- Minimum 2 years of experience in consulting or client-facing roles