



# Profitool, Inc.

## **JOB DESCRIPTION** **CLIENT SERVICES CONSULTANT**

Profitool, Inc. is pleased to announce the opening of a position for a Consultant in the Client Services Department. The successful candidate for this position will demonstrate problem-solving experience with a background in implementing elegant solutions in situations where lesser solutions might suffice – striving for efficiency, reliability, and maintainability while delivering high quality service to users. The person in this position will be a regular, full-time employee and work as part of a team under the direction of the Vice President, Services of Profitool.

### **DUTIES AND RESPONSIBILITIES**

The individual working in this position will be responsible for:

- Acquiring and maintaining current knowledge of Profitool products and policies to provide accurate solutions to customer issues through training and hands-on use of the applications.
- Understanding and having experience with working in the technical environments in which Profitool products operate.
- Providing consulting services by recommending and implementing solutions to customers' IT needs.
- Working independently on small- and medium-sized projects or in a team environment on large engagements.
- Accomplishing multiple engagement tasks – including requirements analysis, planning, writing of requirements, functional specifications, and use cases. Assisting in the testing of any software modifications.
- Managing projects to ensure they are kept on track, according to the project plan.
- Managing changes to projects and setting customers' expectations for their impacts.
- Responding to client inquiries concerning product operation; troubleshooting and diagnosing Profitool software.
- Escalating problems to appropriate individuals, while maintaining ownership of the issue(s) and driving the issue(s) to resolution.
- Other duties as may be required.

### **QUALIFICATION REQUIREMENTS**

The successful candidate for this position must have sufficient education and experience to work with a wide array of professional and non-professional personnel. The person must also demonstrate: strong analytical and conceptual skills; an excellent client services attitude; a high level of proficiency and understanding of job cost accounting in relation to the construction industry; a proven ability to be a self-starter; past experience in successfully implementing computer software, troubleshooting and problem solving, working both independently and as part of a team; an ability to be well organized; and possess strong organizational, oral, and written communication skills.

### **EDUCATION AND/OR EXPERIENCE**

- A BA degree or higher is preferred – preferably in computer science, information systems, engineering, accounting, or a related discipline or work experience;
- At least one to two years experience working on software projects performing at least one of the following roles: requirements analysis, writing functional specifications, solutions design, or testing modifications;

- Experience with job costing, accounting, and the construction industry is preferred;
- Experience with Linux, UNIX, HTML, web based concepts, and programming concepts is beneficial, but not required.

*Excellent compensation package. Salary and compensation package depends on experience. Profitool complies with all affirmative action requirements and is an equal opportunities employer. For more information about Profitool, please visit our web site at [www.profitool.com](http://www.profitool.com). Interested parties may apply by submitting their resume and cover letter to [humanresources@profitool.com](mailto:humanresources@profitool.com).*