

Senior Consultant

Who We Are

Five9 Technologies is a leading management consulting firm that specializes in business transformation through IT process best practices. Our approach to process improvement drives optionality, which enables business transformation and delivers: cost control, compliance and risk mitigation, improved IT services and growth through innovation. Five9 provides measurable services in three crucial business areas: Strategic Services, Organizational Transformation and IT Business process Improvement

To learn more about Five9 Technologies, please visit our website at www.five9technologies.com

The Role

Five9 Senior Consultants are customer-facing resources responsible for (1) contributing to the success of client projects; (2) routinely adding to the Five9 methodology and intellectual property; and (3) continuously increasing their knowledge and expertise.

Expectations

Engagement Support

Produce high-quality customer deliverables and other documentation.

Prepare complete and accurate business process flow diagrams for delivery to clients.

Write clear and professional documentation consistent with Five9 standards.

Provide subject matter expertise in sales support, client meetings and workshops.

ITIL

Exhibit expertise in multiple areas of the IT Infrastructure Library framework.

Present at industry conferences and local interest groups.

Author white-papers, articles and other documentation for publication.

ITIL, ITAM, Enterprise Architecture, Strategic Sourcing, Performance Analytics

IT Infrastructure Library Foundations certification within 2-months of start date.

IT Infrastructure Library Manager's certification within 12-months of start date.

Other Expectations

Contribute to the Five9 methodology and intellectual property.

Receive direction from both the Engagement Manager for each assigned project as well as the assigned Resource Manager.

Display ability to work independently and make decisions within the scope of subject matter expertise.

Participate in Five9 career development opportunities such as Five9 University, ITIL training and other training offered by the company.

Manage internal Five9 projects as assigned.

Support sales efforts with development of RFPs, SOWs, etc.

Key Performance Indicators

Billable utilization.

Customer satisfaction ratings.

Progress on Five9 action plan.

Requirements

Willingness to travel 80% of the time.

ITIL Manager Certification.

Skilled in MS Office products including Word, Excel, PowerPoint, Project and Visio.

Excellent written and verbal communication skills.

Outstanding customer-facing skills.

Bachelors degree in Computer Science, Business or related field or equivalent work experience required.

Masters degree in Computer Science, Business or related field is a plus.

Understanding of technology to a level of proficiency necessary to speak with authority in client interactions.

5+ years of relevant experience.

Disclaimers

This job description is intended to communicate the major attributes of the job. Five9 reserves the right to modify this job description subject to business needs. Employment at Five9 is "at will" and this document is in no way a contract between Five9 and its employees.

Equal Opportunity Employer

It is the policy of Five9 Technologies to apply recruiting, hiring, promotion, compensation and all of its other employment and professional development practices without regard to race, color, creed, religion, national origin, citizenship, sex, age, disability or handicap, veteran status, marital status, sexual orientation or any other characteristic protected by law.