Cloud Consultant | Alight

Are you willing to join a multinational company and discover a world of opportunities working with the most leading cloud technologies? If so, you are in the proper place!

As a Cloud Application Services Delivery consultant, you will be responsible of managing Cloud customers including as part of the services: bug fixing, new features and modules implementation, system customization, system monitoring and release management.

Duties:

- Support clients in defining relevant business processes. Provide business consulting support to customers
- Document and track customer product enhancement requests and discovered bugs
- Support and take responsibility for the progress of the team on tickets and Change Requests, working closely with other business teams
- Regularly reporting progress and issues to client on both a formal and informal basis
- Identifying any risks and proposing solutions
- Document business requirements and procedures
- Analyze business requirements and develop effective configuration solutions

Competencies:

- **Initiative:** Tackles problems and takes independent action, seeks out new responsibilities, acts on opportunities, generates new ideas, practices self-development. Seeks and accepts feedback, is a proactive learner, takes on tough assignments to improve skills, keeps knowledge and skills up-to-date, turns mistakes into learning opportunities.

- **Interpersonal Skills:** Has good listening skills, builds strong relationships, is flexible/open-minded, negotiates effectively, solicits performance feedback and handles constructive criticism.

- **Problem Solving/Analytical Skills:** Breaks down problems into smaller components, understands how to underlie issues; can simplify and process complex issues, and understands the difference between critical details and unimportant facts.

- **People Development:** Provides feedback and coaching, rewards hard work and risk taking, takes mentoring role, challenges and develops employees, accepts mistakes, provides visibility / opportunity.

- **Results Focus:** Targets and achieves results, sets challenging goals, prioritizes tasks, overcomes obstacles, accepts accountability, sets team standards and responsibilities, provides leadership / motivation.

- **Decision Making / Judgment:** Makes timely and difficult decisions, uses consensus when possible and communicates decisions to others. Recognizes problems and responds, systematically gathers information, sorts through complex issues, seeks input from others, addresses root cause of issues.

- **Managing Conflict:** Listens well, diffuses conflict before it starts, find the causes of and solutions to problems, handles difficult people.

Education / Experience / Skills

- Bachelor's degree in Telecommunication / Computer Engineering
- Computer skills
- Demonstrates high professional standards and team player
- A high level of customer focus to support our vision of client satisfaction
- Flexibility and patience in working in a dynamic/challenging environment
- Excellent communication and presentation skills
- Excellent analytical skills
- Stakeholder management experience and expertise
- Strong Problem Solving/Analytical Skills breaking down issues into smaller components
- A positive personality and excellent communication skills, both written and oral, are the key attributes as is the willingness to continue to learn
- Proven ability to follow processes, as well as identifying process improvement opportunities
- Energetic and friendly, upbeat telephone personality, positive "can-do" attitude
- Ability to quickly learn new applications and technologies
- Team player in an international environment

Language

- English
- Spanish - Add on
- German – Add on
- French – Add on

What we offer:

- Work with high demanding Cloud technologies (SAP SuccessFactors, SCPI,...)
- International business environment and opportunity to use foreign languages
- Work in a culture where you can achieve excellence in your career and develop to your strengths
- Young and dynamic office environment