



Functional Consultant- Digitalisation

Summary of role

The Functional Analyst/Consultant will be required to collaborate with clients to gather, analyze, and document business requirements, translating them into system designs and customized solutions for the technical team. He/She will be required to act as a mediator between the technical team and the client. The Consultant will also need to provide ongoing support, training, and optimization to ensure effective software implementation and client satisfaction.

Job Description

Roles and Responsibilities

- Collaborate with clients and stakeholders to understand and document business needs, processes, and requirements.
- Conduct workshops, interviews, and discussions to gather comprehensive project requirements.
- Translate business requirements into functional specifications and system designs.
- Configure and customize software to meet client needs while ensuring alignment with best practices and standards.
- Identify areas for process improvement within client workflows and recommend optimization strategies.
- Analyze current processes to determine gaps, inefficiencies, or redundancies.
- Work closely with project managers, developers, and other consultants to ensure timely project delivery.
- Coach team members in understanding system functionalities and the ecosystem.
- Assist in project planning, creating timelines, and status reporting to keep stakeholders informed.
- Develop and execute test cases to validate that solutions meet business requirements.
- Facilitate user acceptance testing (UAT) by working with end-users to ensure solution accuracy and usability.
- Assist in the data migration lifecycle, i.e., collection, cleansing, mapping, and migrating

- Create training materials, documentation, and user guides to help users understand system functionality.
- Conduct training sessions and provide post-go-live support to help users adapt to new systems.
- Offer ongoing support, troubleshooting, and enhancements based on user feedback and evolving business needs.
- Regularly review system performance and suggest updates or improvements for optimization.
- Serve as the primary point of contact between technical teams and business stakeholders.
- Foster strong client relationships by proactively addressing issues and providing insights into solution performance.

Job Requirements

Qualification and Experience

- Bachelor's degree in IT or any related field
- Minimum 2 years of working experience in similar position
- At least 1 year of proven functional experience in Microsoft Dynamics 365 Finance & Operations implementation/support or other accounting ERP or Human Resources solutions
- Proficiency in Power BI and SQL databases is an advantage

Skills & Competencies

- Excellent functional knowledge of Human Resources, Accounting and Finance
- Proficiency in all Microsoft Office applications: Word, Excel, PowerPoint
- Strong presentation and relationship skills
- Ability to communicate effectively with clients, colleagues, and management
- Excellent written and verbal communication skills (French and English)
- Ability to work both in a team and independently and to manage own workload
- Logical, analytical, and creative approach to problem-solving
- Good customer-focused and quality oriented
- Effectively demonstrates teamwork, problem solving, demonstrate the ability to quickly acquire knowledge
- Ability to coach team members and share knowledge proficiently