



JOB DESCRIPTION

JOB TITLE: Infor EAM Solution Specialist / Presales Consultant
BASED AT: Worship Street, London EC2
REPORTS TO: Professional Services Manager (TouchstoneEnergy)

Key Responsibilities

Consultancy

- Be responsible for managing projects (with support from a Touchstone Project Manager where necessary) with accountability for ensuring projects are delivered on the agreed date with minimum financial exposure and time risk
- Acquire and maintain a good level of knowledge and skills with Infor EAM & associated software
- **Maintain Touchstone's Presales environment and liaise with other stakeholders**
- Gain a working knowledge of Infor SunSystems, d/EPM and ETL data warehouse software
- Keep abreast of changes, new releases and ancillary products through formal and informal training
- Learn and become fully conversant with all Touchstone project methodology
- Complete time-sheets, expenses and work packages in line with Company deadlines
- Run customer workshops and system design workshops alongside requirement gathering.
- Produce comprehensive and professional documentation including Systems Design Documentation
- Carry out system testing, training and troubleshooting
- Become accredited in the chosen product set by studying and sitting the appropriate software authors examinations
- At all times work to the highest standards of quality and professionalism

Product Development/Solutions Specialist

- To provide presales application consultancy for the nominated product set
- Identify, assess and solve **clients' business** issues and develop an understanding of their business objectives
- Architect solutions to customers issues using applications and tools from the Touchstone portfolio
- Build proof of concepts or customised functional demonstrations
- Work alongside the sales team to design, demonstrate and present solutions to prospects and clients
- Answer functional sections of ITTs
- Participate in the provision of estimates for delivering solutions
- Bring to the knowledge of the TSE BU Manager other products which may be added to the Touchstone portfolio and if required to carry out a technical assessment
- Train other Touchstone resources and carry out knowledge transfer for new version of existing solutions or new products that are added to the Touchstone portfolio.