

**Professional Services Consultant**

**1 Organization Details**

<b>Job Title</b>	Consultant
<b>Department</b>	Professional Services

**2 Tribold Company Background**

Tribold develops and delivers world-class product management software for the global Communications Service Provider (CSP) industry. Our software solutions provide extraordinary value to our customers, solving the most complex business and product data management issues through software innovation.

With locations in the UK, North America and Asia-Pac, Tribold has a strong international presence for selling and implementing our enterprise product management solutions whereby we empower CSPs to put products at the heart of their business. By enabling dramatic improvements in their product management performance, CSPs can drive increased profit from their products.

Tribold has continued to achieve significant success in sales, implementations and awards for the innovation and quality of our product. We are a major global force in communications software applications.

We are looking for individuals with strong ambitions for professional growth and impacting major change in the CSP industry.

**3 Job Description**

The primary responsibility of the Tribold Professional Services Consultant is to consult for and implement the Tribold software solutions for a given customer.

Consultants play a key role in the business design and adoption of Tribold software solutions by various CSPs. They provide the core consultancy on how to develop rational CSP product models and PLM processes within the context of the Tribold software. They also provide hands-on support for the implementation of the software.

There will be a strong customer facing element to the role, with the majority of work done at various customer sites. Therefore, the desire and flexibility to travel is essential.

The role is primarily project-based, working onsite at the customer’s premises.

Projects can last anywhere from 2-12 weeks and up to 12-24 months.

There will be times when staff are requested to work on internal projects, often involving external third parties (e.g., integrating Tribold software with 3<sup>rd</sup> Party software for proofs-of-concepts or pre-integrated solutions).

### 3.1 Responsibilities

#### Responsibilities / Tasks

- Work in a customer-facing, time-driven project delivery environment
- Work with the client or specified 3<sup>rd</sup> Party Systems Integrator to:
  - Provide subject matter expertise / implementation consultancy on the implementation and operationalization of the Tribold software (how to model data in the product, how to use the product, how to integrate the product)
  - Provide Tribold product expertise to customers and partners
  - Design and produce Functional Specifications for programs of Tribold implementation work
  - Devise and document the product modeling guidelines, process/organization architecture, solution architecture for a given implementation
  - Develop and document related use cases, process and organizational models, and in particular the PLM models and their corresponding roles and responsibilities
  - Implement the Tribold software product into customer premises:
    - Design and document all configuration, customization and integration designs
    - Conduct data modeling activities
    - Design and execute the tests for all configurations, customizations and integration development
    - Design and execute product data migration activities
    - Configure the Tribold software product for the customer
    - Integrate the Tribold software with 3rd party systems, either as P2P, web services or EAI middleware
    - Specify and develop custom interfaces
  - Provide detailed technical training / coaching to partners
  - Actively raise, track and resolve project issues and risks
  - Provide support to junior Tribold staff
- Contribute to internal asset development:
  - Perform implementation activities as specified above for internal projects
  - Regularly contribute to improving implementation tools and Delivery Methodology
  - Develop training materials for the Training competency
  - Assist in the delivery to Tribold training
  - Regularly contribute to the PS forums
  - Regularly contribute new product roadmap ideas



### 3.2 Candidate Performance Criteria and Prerequisites

Qualifications	University degree
Previous Experience	2-10 years experience
Skills / Abilities	<ul style="list-style-type: none"> <li>• Functional <ul style="list-style-type: none"> <li>○ Understanding of the functional, technical and data make-up of CSP products across product lines</li> <li>○ Familiarity with and / or experience in complex product /service modeling <ul style="list-style-type: none"> <li>▪ Product order/activation codes</li> <li>▪ Product order composition</li> <li>▪ Product Bill of Materials</li> <li>▪ Product Rates / discounts</li> <li>▪ Product to Network relationship</li> <li>▪ Product campaigns / promotions / loyalty schemes</li> </ul> </li> <li>○ Understanding of the typical retail product lifecycle management process (not the same as software development lifecycle)</li> <li>○ Process Engineering skills / Process Management skills</li> <li>○ Business Process Modeling and Use Case design</li> <li>○ Capable of assuming an overall product lead role on a Tribold PPM deployment</li> <li>○ Experience in Business Analysis and RAD preferred</li> <li>○ Knowledge of CSP BSS &amp; OSS systems</li> <li>○ Familiarity with general eTOM, TAM and SID concepts</li> <li>○ Ability to lead requirements and design workshops</li> <li>○ Ability to understand customer business requirements and relate them to Tribold technologies</li> </ul> </li> <li>• Technical <ul style="list-style-type: none"> <li>○ Working knowledge of integration techniques and impact of data model design on integration and performance</li> <li>○ Ability to use UML and other design languages</li> <li>○ Possess a strong working knowledge of a number of technology standards, including: <ul style="list-style-type: none"> <li>▪ XSD, XML, XSLT, XPATH</li> <li>▪ BPEL</li> <li>▪ WSDL</li> <li>▪ EDI</li> <li>▪ SQL</li> <li>▪ Microsoft framework</li> </ul> </li> <li>○ Understanding of Retail product lifecycle management process (not the same as software development lifecycle)</li> <li>○ Ability to implement / configure the Tribold software and all of its corresponding parts</li> <li>○ Ability to adhere to the Tribold Delivery Methodology during implementation</li> <li>○ Ability to utilize the standard Tribold tools and templates during implementation</li> <li>○ Ability to configure / develop integration on multiple technologies:</li> </ul> </li> </ul>



	<ul style="list-style-type: none"> <li>▪ Service Oriented Architecture (SOA) Experience with ESB, Integration Broker, Messaging</li> <li>▪ Integration principles and best practice</li> <li>▪ Specific integration platforms and technologies, for example, Tibco, IBM Websphere, MQSeries, P2P, web services, etc</li> <li>○ Integration with large-scale Enterprise Applications including: CRM, Billing, Order Management, etc</li> </ul>
<p>Additional Requirements</p>	<ul style="list-style-type: none"> <li>• Flexibility to travel domestically and internationally</li> <li>• Experience with the CSP / Telco industry</li> <li>• Consultancy and customer facing approach to working</li> <li>• Problem solver</li> <li>• Good communicator of technical ideas</li> <li>• Self starter who can operate independently</li> <li>• Highly motivated and goal orientated</li> <li>• Well organized and able to meet deadlines</li> <li>• Flexibility in approach</li> <li>• Ability to tolerate change and ambiguity</li> <li>• Ability to work effectively in teams</li> <li>• Tenacity, persistence</li> <li>• Ability to handle stressful situations in a highly pressurized environment</li> </ul>

