

JOB PROFILE

Job Title: Product Consultant (Functional)

Job Category: Healthcare Department

Summary

- **Responsible of facilitating the implementation and support of company's software/applications to enhance the client's business functionality and overall performance.**
- **Impact activities within the systems development lifecycle, and provide advisory work**
- **Identifies enhancements to current features , functionality and product initiatives : well knowledgeable in local and international standards practices**

Job Duties and Responsibilities

- Possessing extensive knowledge of the software/ application
- Identifying and resolving gaps in a timely manner and developing alternative solutions as per the client's needs
- Implementing & setting up product/ software, testing and troubleshooting programs
- Coordinating and linking between the client's team and the company's technical team
- Consulting with clients by telephone or in person for providing technical information about products/ software and obtaining details of complaints to improve service
- Delivering individual and group training to client's users
- Developing product referenced document and product courseware for clients; ensure the continuous updates
- Ensuring training materials are fully compliant and appropriately updated and distributed
- Mapping of client requirements onto applications set; proposing multiple scenarios and solutions to best fit the situation
- Dealing with frequent change, delays, and unexpected events
- Sorting out day to day queries of end users.
- Working closely with development team for data migration, interfaces, integrations, forms, and reports
- Creating and maintaining FAQ database
- Supporting pre-sales and sales teams with RFP preparations, and demonstrations
- Ensure appropriate tracking to all communication internally and externally
- Ensure saving all received /developed /updated documents on SharePoint and sharing appropriate documentation to concerned stakeholders
- Ensure to hand over his activities in case of planned /unplanned leaves to ensure a proper continuous
- Submitting accurate time sheets to direct manager
- Logging of daily activities on EPM application

In case of absence, the employee should cover subordinates and colleagues tasks.

The employee may be required to perform other related duties as assigned, modifications to the job description can be incurred at any time