

Position Title: Technical Consultant

Position Description

Since its founding in 1985, ISM has established itself as the **premiere strategic advisor** to organizations planning and implementing CRM initiatives. Our global, best-in-class client base is testament to the outstanding quality of our work and our professionalism. We are currently seeking highly-motivated professionals to join our team.

The Technical Consultant provides strategic technical consulting expertise on client engagements. The Technical Consultant works in collaboration with ISM personnel and with external vendors to define technology options to meet clients' business needs.

Key Responsibilities include:

- Educating and guiding our clients through ISM's CRM Strategy & Implementation Roadmap, which is designed to define specific business functional needs and technical requirements for selecting the most appropriate software solution for the client's Customer Relationship Management (CRM) system.
- Executing tasks to support the technical component of CRM Roadmap projects. Examples include reviewing CRM software vendor products, providing assistance in the selection of CRM software vendors, and assessing the technical environment at ISM clients.
- Ensuring that project deliverables are completed on-time and in compliance with document quality control standards.
- Follow-up with client to ensure the highest level of customer satisfaction.
- Technical consultants will be mentored/coached by one or more ISM executive who head up the process, organizational readiness or technology practice areas.

Qualified candidates will possess:

- A university degree
- Minimum 3 years of experience, preferably in the technology consulting area
- Professional appearance and demeanor
- Excellent communication skills (written and verbal)
- General knowledge of CRM principles, technology, and approach.

- Ability to work with minimal direction and supervision
- Excellent social and interpersonal skills
- Strong organizational and time management skills and computer proficiency in basic MS-Office tools.

Must be self-motivated, goal oriented, and success-driven. Must have a willingness to work in a varied and fast-paced environment and willing to travel to client sites as required.

Compensation will be based on qualifications and experience.

Please submit resumes by e-mail to thoston@ismguide.com.