

Position: Technical Consultant

Our TCs support clients who will be activating Ultimate Software and will manage a variety of project types and sizes as assigned by leadership. Our TCs will carry out their work leveraging their own experience in combination with Jubilant's proven project and Ultimate Software's activation methodologies. Project tasks can include data conversion, business intelligence report writing, and/or interface development. TC's support our Implementation Consultants and Project Managers in these tasks as part of the entire project team. Qualified candidates will be comfortable managing multiple projects as needed based on size, type, and complexity at times with conflicting priorities. Experience in balancing responsibilities and deadlines to ensure responsive support in all assigned projects. Projects will warrant that our TC's demonstrate strong task management expertise, as well as specific product knowledge, data mapping, testing, analytical and design skills. Qualified candidates are self-starters with exceptional organizational and problem-solving skills who are highly motivated to provide excellent customer service both internally and externally. Candidates will also possess a general knowledge of payroll and/or human resource concepts and regulations and be comfortable working in a fast-paced, exciting environment.

Primary Duties

- Confident leadership and flawless execution of technical support and project execution.
 - ⇒ Work in lock-step with internal team, Project Manager and/or Implementation Consultant, to deploy technical services as a part of Ultimate Software's platform including HCM/Payroll Core, Life Events, Recruiting/Onboarding, Time Management, Performance and/or Compensation Management software products
 - ⇒ Coordinate and perform lifecycle of assigned implementation projects in compliance with Ultimate Software's implementation methodology (i.e. Business Analysis, Summary of Business Rule Requirements, System Configuration, Data Mapping, Parallel Testing, Live Processing and Support Transition)
 - ⇒ Gather requirements for and develop integrations including carrier feeds, flat file .csv or .HTML, and API/Web Services
 - ⇒ Clearly document any customizations required, mapping assumptions, and issues discovered to the team
 - ⇒ Assist with data mapping from source system(s) to UltiPro for various conversion needs
 - ⇒ Provide analytical and design expertise; system configuration; data mapping; testing and client support of live payroll processing
 - ⇒ Configure, system test, and parallel test new instances of UltiPro for a variety of clients ranging from low to extremely high complexity in different industries
 - ⇒ Ability to start, analyze, track progress and maintain an assigned project through completion



Being Jubilant

We believe in working together to improve the workplace experience for each other and our clients. We do this through a commitment to our integrity, accountability, collaboration, creativity, authenticity, hard work, and being thoughtful of others with a personal and professional desire to grow and learn. Our purpose at Jubilant is to Humanize the World of Work.

Jubilant's Guiding Principles

- Culture conscious – be thoughtful and supportive, transparent and accountable. Be the type of person with whom you'd like to collaborate.
- Work smart – follow client-centric processes and use efficient tools that are proven to result in operational excellence.
- Be a worthy partner – put project success as our number one priority. We will be flexible and do the right thing on behalf of our clients, partners and team members, regardless of effort or cost.

At Jubilant, we truly put our associates first. We strongly believe in teamwork, and we encourage and trust our people to reach higher, learn more, and continue to develop their skills and knowledge base to live up to

<ul style="list-style-type: none"> ⇒ Focus on identifying issues and reconciling payroll amounts back to previous provider reports ⇒ Participate in the use and development of tools and technologies ⇒ Provide input on methodology and process improvements for both internal team use and around the work flow process between other internal teams ⇒ Document project work and progress in Mavenlink and provide accurate and timely information regarding project/task status and project hours → Effective and inspired leadership through communication and management of internal and external resources to meet project objectives by maintaining open communication and collaboration with team members. <ul style="list-style-type: none"> ⇒ Provide leadership and guidance to the Technical Team ⇒ Lead project meetings efficiently and with intended results ⇒ Meet project task milestone and due dates ⇒ Help team members establish open, collaborative relationships ⇒ Maintain enthusiasm, energy and focus in a variety of circumstances ⇒ Translate project objectives and vision into clear goals for the team members ⇒ Manage team members and necessary resources to achieve project objectives ⇒ Track, manage, and oversee resolution of open project issues/items ⇒ Coordinate and oversee project tasks assigned to other internal resources, when applicable ⇒ Proactively communicate with clients to keep them apprised of project status and ensure they are on track with assigned responsibilities ⇒ Provide timely follow-up and resolution of open project-related items Demonstrates empathy in the support provided to team members with new, complex or challenging configuration issues → Collaborative Leadership. <ul style="list-style-type: none"> ⇒ Regularly engage and collaborates with all functional areas of the organization to ensure that the true purpose of our organization, to Humanize the World of Work, is the primary focus of all projects. ⇒ Ensure Organizational Health by making trust and transparency fundamental priorities within the technical practice. → Support sales and business development by attending prospective client meetings, providing information for sales presentations and proposals. → Support the People and other administrative functions by collaborating with and supporting initiatives related to training, development, billing and any other activity related to the back-end management of the organization. 	<p>our principle of Continuous Learning.</p> <p><u>Education/Certification/License</u></p> <ul style="list-style-type: none"> → BS/BA degree or equivalent experience → Industry Certifications from PMI (PMP), APA (FPC and CPP) and SHRM (PHR SPHR) a plus <p><u>Work Environment</u></p> <p>Virtual offices with travel to and onsite work at company events/meetings</p> <p><u>Position Requirements</u></p> <p>Ability to travel via multiple means – air, car, public transportation Travel 15%</p> <p><i>This job description has been written to provide an accurate reflection of the current job and to include the general nature of work performed. It is not designed to contain a comprehensive detailed inventory of all duties, responsibilities, and qualifications required of the employees assigned to the job. Management reserves the right to revise the job or require that other or different tasks be performed when circumstances change.</i></p> <p><i>Jubilant, LLC is an equal opportunity employer and does not discriminate against otherwise qualified applicants on the basis of race, color, creed, religion, ancestry, age, sex, marital status, national origin, disability or handicap, or veteran status.</i></p>
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- Utilize practitioner and project expertise to collaborate with leadership on continued development of business opportunities, resources, and tools to increase our organizational efficiency and differentiate our Service Delivery model within the industry
- Support the company with external visibility and promotion within partner and local networking organizations.

Skills, Education & Experience

People

- Skilled in adapting teaching/training methods for new and less experienced functional team members based on their skill level and need
- Energetic with self-motivated leadership, quick learner
- Established team player
- Positive, professional and authentic
- Patience yet accountable in communications across the organization
- Demonstrates and instills confidence with humility and integrity
- Influence and build teams within functional area as well as across the organization
- Recognizes personal impact on others and willing to work within the scope of individual styles and comfort zones to accomplish more than could be accomplished independently

Communication

- Transparent communicator, willing to listen when not in agreement, debate when appropriate, accept and support final directional decisions when not initially aligned
- Ability to explain issues/functionality in multiple ways to ensure understanding based on audience and communication styles, reframing communications as needed.
- Actively listens to what others are saying, seeking and sharing information
- Excellent written and verbal communication skills, clear and concise in communicating information, actively listens to what others are saying, seeking and sharing information

Projects

- Ability to work independently with minimal supervision Excellent customer service skills
- Organized, detail oriented, accurate and responsive with attention to detail
- Proven experience managing projects with a high degree of quality and completeness
- Experience successfully managing project resources, both client and internal; working with those resources to manage aggressive project timelines
- Strong personal organizational and task/time management skills within stringent deadlines and the ability to coach team members in

the same manner.

- Excellent analysis, critical thinking, change control, problem-solving, decision-making, solutioning and crisis management skills, engaging and developing the same abilities in team members
- Customer-centric focus and approach to work
- Comfortable managing and working multiple projects simultaneously and coordinating action steps across organizational department
- Foresees potential problems and recommends corrective action to ensure achievement of goals
- Assists team members in developing creative solutions to complex client needs and helps to frame the high-level direction for execution of that solution
- Results driven orientation within a team environment

Leadership

- Accountable and able to self-regulate, self-reflect and maintain self-control in diverse circumstances

Other

- Software/technology experience – implementation, system management, system administration, HCM/Payroll or other types of dynamic business software
- Specific software exposure/experience a plus – Ultimate Software, Ceridian, ADP, Workday. Knowledge of Ultimate Software products a plus
- Working knowledge of SQL within a relational database. UltiPro SQL knowledge a plus or Developer in SQL, other languages a plus
- Experience in a technically oriented customer service organization
- Proficient with MS Office – Outlook, Excel, Word, Power Point, OneNote
- Previous consulting experience and project/program/engagement management under a utilization and billable hours structure
- Human resources/payroll/benefits discipline, HR or payroll practitioner, or both – industry/ professional certifications a plus
- Business analyst, project management professional experience highly desired
- Legal residence and ability to work in the United States
- Comfortable working in an environment in which business processes, tools, etc. are still being defined