



Example of Solution Job Description

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Our innovative and growing company is searching for experienced candidates for the position of solution. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for solution

- Acts as a trusted advisor to the customer, offering an objective view or opinion to customers focused on streamlining processes through electronic trading to drive value and enhance their supply chain relationships
 - Leads customer through design discussions, ensuring a thorough understanding of the customer's system capabilities and business processes
 - Provides recommendations on customer solution based on existing gaps between system capabilities and customer business needs and goals
 - Provides guidance on the impact of the business to business integration projects across a diverse set of fulfillment models and industries
 - Serves as the primary technical contact for the customer, including facilitating all necessary communications internally and with the client
 - Acts as the Subject Matter Expert on Supply Chain principles and Best Practices to the customer
 - Acts as the Subject Matter Expert on Supply Chain principles and Best Practices to sales, implementation and support personnel at SPS
 - Ensures clients are "reference-able" accounts by meeting or exceeding their project, customer service and implementation needs
 - Performs other projects and responsibilities, as required/assigned
 - Ensure all demand responses are delivered within the agreed SLA and where the SLA will be exceeded highlight promptly to the Business Office Operation teams
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- Drive SLA & Escalation management
- Resource Development & Management
- Drive recurring issues for a permanent fix via problem management
- Drive communication towards vendors for our e2e service solution
- Ensure that Operation is actively prepared for the roadmap
- Actively participate & drive SRT for respective portfolio outage