



Example of Technical Engagement Job Description

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Our company is searching for experienced candidates for the position of technical engagement. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for technical engagement

- Consult with business units on projects as the technical subject matter expert on application development and digital marketing
- Work with business units to identify KPIs and with analytics groups to ensure that analytics solutions are meeting the KPIs
- Provide consultative service for internal and external clients, overseeing and monitoring the effectiveness of our inventory baseline program, to ensure the technical execution of work related directly to Inventory Optimization across all OU departments, customers, and client organizations
- Acting as a change agent with the ability to influence, gain comprehensive buy in and support from all levels of operations, management and project teams, while advising on IAT processes and educating internal organizations regarding all products and services offered for managing the technical needs of inventory recirculation, material acquisition, work order demand, material lead times, material min/max adjustment and SAP MRP technical and configuration functions
- Working closely with various OU clientele and acts as an organization advocate and is responsible for the client's organization's satisfaction and the provider organization's performance
- Develop and leverage technical tools to support the ISM model and expansion beyond the current scope
- Providing support and subject matter expertise for internal team member in a lead capacity which require technical/advance analytical support

- Identify key and recurring issues, interfacing with all relevant parties to perform root cause analysis
- Proactively monitor inventory levels, mix, and/or recommend solutions for at-risk materials and storm/emergent inventory

Qualifications for technical engagement

- Knowledge and experience in testing methodologies, test-driven design and the creation of effective and reliable test cases
- Experience managing vendor or client relationships
- Advanced Microsoft Office skills to include creating presentations, creating documents in Word to included advanced formatting, creating spreadsheets to include the use of macros
- Experience working with supporting technologies, including, but not limited to, remote assistance, active directory, group policies, SCCM, and ServiceNow
- Mature understanding of IT Service Desk Management/Walk-up services, with a proven track record of delivering results and introducing key ITIL disciplines
- Solid knowledge of ServiceNow platform