

Solution Consultant Job Description

Position Overview

The Solution Consultant works closely with teammates to ensure that Workforce Insight clients receive the maximum value from their investments in UKG workforce management (WFM) technology. Specifically, the Solution Consultant implements UKG solutions and provides clients with ongoing support and configuration updates throughout the implementation process.

Job Responsibilities

- Documents and develops business requirements, design specifications, and test scripts for UKG WFM software
- Configures and tests UKG WFM software
- Manages multiple client projects at once; able to prioritize and respond to client tickets in an efficient and professional manner
- Supports project facilitation through efficient notetaking, asking pointed questions, and assisting with follow up
- Analyzes basic data or facts to find patterns and organize results
- Provides application support to customers, answering complex questions on function and usage of product

Required Skills & Qualifications

- Ability to travel up to 50% to client sites
- Desire to understand and solve complex business problems with analytical solutions
- Ability to learn new software applications and modules quickly and independently
- Ability to work on complex, fast-paced projects in a collaborative team setting
- Ability to interact professionally with a diverse group of executives, managers, and subject matter experts
- Excellent written and verbal communicator; excellent active listening skills
- Excellent work ethic, displaying dependability and commitment to the success of both Workforce Insight and our clients
- High aptitude to learn and be trained; open to receiving feedback from others and seek out learning and growth opportunities
- High accountability for accomplishing objectives with a positive, results-focused attitude

Preferred Skills & Qualifications

- Computer Science, Mathematics, or Business degree

About Workforce Insight

Workforce Insight is a world leader in workforce optimization, delivering workforce management (WFM) and human capital management (HCM) advisory, analytics and technology services. We are the leading trusted advisor to large enterprise organizations, helping clients achieve and sustain workforce operational excellence. Our services and solutions deliver unmatched value and results leveraging the best talent and expertise in workforce and analytics across key industries including healthcare, manufacturing, retail, services, education and public sector. Workforce Insight has been a trusted Kronos services partner for more than 13 years, helping our joint clients yield significant cost savings and sustainable performance gains through the optimal deployment of Kronos technology. More information can be found at www.workforceinsight.com.

Our Differentiators

Career Development & Growth. Our customized mentorship and training program, professional development benefit and numerous development resources ensure your continuous career growth.

Work/Life Balance. Our Open PTO policy and our 100% remote workforce show we truly support and encourage work/life balance.

Engagement. Our collaborative culture, tools, and Ownership Thinking mindset keep you connected, engaged, and informed.

Equal Opportunity Employer

Workforce Insight does not discriminate on the basis of race, color, sexual orientation, religion, national origin, sex, age, disability, genetic information or any other status protected by law or regulation. It is our intention that all qualified applicants be given equal opportunity and that selection decisions are based on job-related factors.

