

Consulting Implementation Director

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Company: Oracle

Location: Spain

Category: other-general

Job Description

Oracle CS4I (customer solution for industry) Food and Beverage delivers a wide range of software, hardware, and related services—along with a rapidly growing portfolio of cloud solutions—to enable our customers in the Food and Beverage industry, to provide superior service and experience to their guests anywhere. The Implementation Director - Food and Beverage Global Business Unit Consulting is responsible for managing a team of Implementation Consultants and Consulting Implementation Managers, ensuring quality work at customer sites. She/he has a broad understanding of solutions, industry best practices, multiple business processes or industry technology products, monitors Implementation Consultants and/or Consulting Implementation Managers' performance on projects and serves as project advisor for complex engagements.

Manages Oracle POS implementation projects for clients in the CS4I Food and Beverage industry with technical and resource oversight

Performs varied and complex duties and tasks that need independent judgment in order to implement Oracle products and technology to meet customer needs

Effectively consults with management of customer organizations

Acts as the point of contact for customers and internal resources including escalations on projects

Typically leads managers for a territory/region

Participates as a team member in strategic and tactical planning for the division

Develops and executes strategic regional plans with guidance from the Senior Director

Responsible for coaching, performance management, and career development of staff and driving them towards project success

Participates in the recruiting process and provides hiring recommendations to senior management

Demonstrates multiple business processes expertise within one product family

Ensures that operational policies are followed and that business objectives are achieved by focusing on best practices and process improvements

Ensures customers successfully migrate to the Oracle POS with an effective transition to support upon project closure

Oversees the scope during the course of the project and collaboratively adjusts scope where necessary ensuring adherence to established processes and procedures

Reviews project financials consistently at various levels; manages data quality and accuracy in financial reporting

Manages and reviews all travel requirements and expenses, ensuring alignment to project budgets

Assists with technical insight on sales estimations as well as enablement based on customer needs

Monitors and manages project deliverables are executed within budget and as per approved project plan, policies and defined procedures

Anticipates and effectively manages risks; aligns decisions to Oracle's risk profile

Provides direction and support to the implementation team and managers to review deliverables

Job Requirements

Manages accounts for the CS4I Food and Beverage Global Industry Unit

Ability to manage major or large scale and complex system projects through all phases of the project life cycle

Performs varied and complex duties and tasks that need independent judgment in order to implement Oracle products and technology to meet customer needs

Experience in Delivery Methodology with an IT background is preferred

Proven business acumen; strategic thinking, analytical and problem solving skills

Experienced in managing the managers who are responsible for project and customer success and driving towards standards, policies and procedures

Effective written and verbal communication skills as well as strong quantitative, analytical, and conflict resolution ability

Product or technical expertise relevant to area of focus

Effectively consults with management of customer organizations and proven strong relationship management skills

Ability to relate to customers and understand their needs and ability to build rapport with team members

Proven ability to deliver results in an environment where resources are shared across multiple teams

Qualifications

Four year degree preferred

8+ years of experience relevant to this position

Oracle POS experience desired

Food and Beverage industry experience in a supervisor capacity is desired

Expertise in using Microsoft applications like Word, Excel, PowerPoint, Visio, etc.

Must be able travel up to 25% or more

Excellent communication skills

Highly organized with excellent time management

Deadline driven, results oriented

Able to prioritize multiple requests and action accordingly

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