Job Description: Solution Consultant

Location: UK Nationwide (based London) and US Nationwide (based Seattle, Washington)

Description of Company

Thoughtonomy is an exciting start-up technology business operating in what is undeniably one of the most impactful markets of current times, that of automation through software robotics.

According to the 2016 World Economic Forum in Davos, the world is on the verge of a fourth industrial revolution – the age of robotics and artificial intelligence. As the WEF put it; *"We stand on the brink of a technological revolution that will fundamentally alter the way we live, work, and relate to one another".*

Thoughtonomy are a London, UK headquartered business who are at the forefront of bringing this revolution to reality, helping organisations across the globe deploy their technology to support new ways of providing business services. Working with some of the largest end users, service providers and outsourcers in the market, they are helping organisations to realise business efficiency through the deployment of a cloud based automation platform known as the Virtual Workforce.

Due to rapid expansion they are seeking experienced Solution Consultants who wish to help clients exploit the power of technology. As an innovative early stage technology company, working with some of the largest organisations in the UK, US and globally, you are assured a dynamic and vibrant workplace, a truly collaborative agile and learning environment, and a world of personal potential.

Description of Role

A Thoughtonomy Consultant will act in a critical capacity to both the definition and evolution of a client solution as well as supporting its successful delivery.

Acting in both a pre-sales and delivery function this role will require the individual to articulate the Thoughtonomy Virtual Workforce® platform to business and technical users alike. As part of a client or partner engagement the Consultant will interpret client requirements and the associated process information in order to formulate a valuable solution.

The individual will be required to analyse client processes across a variety of industries which employ the use of a range of both contemporary and legacy applications. The analysis itself must sometimes be completed initially at a high level, with the individual asking specific questions in order to assess its suitability for automation in order to progress to a lower more detailed level.

As part of the solution design, the role will require the individual to work across a number of business areas, ranging from those executing the processes (SME – Subject Matter Experts) to senior stakeholders within the customer organisation. Each new engagement may require the individual to adapt and interface into a number of technologies and applications, often applying problem solving skills in order to deliver an outcome. For this reason a proven grounding in the IT and BPS environment is crucial to the role.

Required Skills and Prerequisites

- Knowledge of process management in a business and/or IT context
- Experience in deliver of software automation with RPA or other approaches
- Ability to quickly discover and learn new skills and IT systems
- Experience in a client-facing role with ability to communicate across all levels
- Ability to create and maintain clear and concise technical documentation
- Experience working in a pre-sales capacity as part of a sales cycle
- Ability to articulate, demonstrate and document the components of a solution
- Ability to act as the single point of contact for a customer engagement, taking ownership of challenges and driving to successful conclusion
- Customer-centric approach with proven ability to support an excellent customer experience
- Experience in working collaboratively with 3rd parties to deliver the required outcome
- Experience in training and imparting knowledge to others in a structured way
- Prompt, diligent, presentable, and a role model internally and externally