

Job Description

Position: Consultant / Senior Business Analyst

Reporting To: Project Manager

Role & responsibilities:

- Lead clients through an analysis of their IT organization and support service delivery analysis and recommendations.
- Demonstrate strong working knowledge of key IT processes
- Develop system strategies with the client input, using operational and consulting experiences to provide guidance to our clients.
- Facilitate business transformation strategy discussions and guidance on potential future state service delivery models.
- Lead client and internal and external organizations through complex transformation analysis and implementation.
- Assist clients to develop service level requirements based on Systems Plus's process methodology.
- Work with the financial advisor to define and develop IT baseline and IT financial model.
- Support contract negotiations. Facilitate the process with clients to develop an outsourcing governance roadmap for long-term service delivery success for either outsourcing or shared services relationships.
- Utilize outsourcing management experience in designing and building an effective outsourcing governance team for clients managing one or multiple outsourcing relationships.
- Access Systems Plus tools and methodologies to facilitate client sessions for outsourcing governance design, relationship launch and ongoing management.
- Train client personnel on effective outsourcing governance skills. Critical areas include contract administration, financial administration and relationship management.
- Counsel clients on their current outsourcing governance operating model and organization, comparison to industry best practices and peer-group benchmarks.
- Facilitate the contracting process at all stages - lead initial contracting, review the existing contract with respect to current market conditions and assist clients in the re-negotiation process.
- Exercise dispute resolution strategies, relationship realignment and facilitation skills needed.
- Candidate should possess a valid passport

Experience:

2 – 4 years

Qualification:

- Undergraduate degree is required
- Graduate degree relevant to our business is preferred and beneficial
- Experience in all aspects of outsourcing, from a consulting, industry or service provider perspective.
- Experience in implementing Balanced Scorecard

Work Location:

Mumbai