Position Title:	TEM-Consultant
Position reports to:	Regional Delivery Manager
Direct Reports:	N/A
Office Location:	Adapt IT Cape Town Campus

PURPOSE OF THE POSITION

We are looking for experienced consultant within the telecoms / mobile environment to support and consultant on our our cloud-based suite of SaaS products and solutions across various corporate and enterprise sectors.

We are passionate about our solutions, our people and what we bring to market and we are looking for candidates that share this vision and have a keen appetite to be involved in what we are doing within the expense management space.

PRIMARY RESPONSIBILITIES FOR THE ROLE

- The role requires the individual to represent sound experience and competence in the following:
- Capability to review and interpret telecoms and technology invoices for various suppliers / vendors to ensure that proper reporting standards and procedures have been followed
- Formulation and development of product user guides as well as training manuals to ensure a successful product experience by our customer
- Ability to analyse telecoms and technology invoices and billing reports to:
- ensure contract billing compliance is being adhered to
- identify service inaccuracies and billing discrepancies
- detect invoice issues and risks
- highlight and recommend areas of improvement
- formulate custom dashboards and reports for customers
- engage customers and suppliers in the resolution of incorrect supplier invoicing and data issues
- Sound customer liaison and interpersonal skills in order to consult with customers and suppliers
- High degree of confidence in training and presenting to customers
- Ability to work under pressure to deliver to strict customer deadlines
- Assist and support customer financial managers with invoice queries
- Strong problem-solving skills to identify and communicate data or software issues found to internal and external audiences

- Work with technical and software development teams in contributing to new software features and modules.
- Sound administration skills
- Assist Financial Manager with invoice issues and risks;
- Build, manage and maintain customer relationships through Daily / Weekly interaction on reporting deliverables and projects.
- Customer site visits in terms monthly client delivery commitments;
- Strong understanding of mobile service provider invoicing.
- Sound understanding of Adapt IT's Streamline product suite – must.
- System administration of Streamline product suite for customers.

- Taking ownership of issues reported and seeing problems through to resolution

MINIMUM QUALIFICATION AND EXPERIENCE REQUIREMENTS

- Completed Matric

Contact Person:	Quraisha Moola
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Vacancy Status:	Open