

## Sr. CONSULTANT/CONSULTANT (SIEBEL)

### Company Profile:

Created in 1982, Our Client, is today's the European leader in innovation consulting. Its originality lies in the ability of their consultants to manage customer's projects that deliver tomorrow's solutions today in three complementary fields:

Technology and innovation consulting (accounting for nearly half the turnover),  
Organisation and information systems consulting (a third of the turnover),  
Strategy and management consulting.

In 2006, the Group's turnover reached 1 495,4 million euros, with over 17,000 employees in the 20 top countries.

### Requirement:

Sr. Consultant/Consultant (Siebel)

### Job Specifications

Provide consulting services related to design of CRM processes, implementation into Siebel and integration with other applications during projects Filip (replacement of legacy BSS applications and introduction of new mass market proposition).

Role purpose

The purpose of the role is to deliver and share the knowledge of the CRM Siebel system, including its deployment within mobile operator environment. Support processes of planning, design and configuration of commended platform / services; provide technical leadership and guidance.

### Key accountabilities

To be responsible for independent advisory and support in following areas for CRM Siebel

- System and Service Design, Integration and Development on behalf of Customer, able to discuss low level details related to Siebel implementation and play the role of "watchdog" during the detailed design and implementation phases of project
- System and Service Configuration and change management
- Capacity and Availability management, Service continuity
- Troubleshooting
- Knowledge management
- Other tasks required by superior

### Detailed competencies

After initial familiarization with Filip project business requirements and technical solution described by system integrator are expected following competencies, but not solely limited to the list below:

- Extensive knowledge of Siebel CRM system, especially modules
  - o Siebel Communications, Media and Energy CRM Base
  - o Siebel CME Quote and Order Capture
  - o Siebel Work Orders
  - o Siebel SmartScript

#### Head Office:

E 36, Pratap nagar Mayur Vihar Phase 1, New Delhi – 110091, India  
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- o Siebel Dynamic Catalog
- o Siebel CTI
- o Siebel Campaigns (optional)
- o Siebel Reports (optional)
- o Siebel Configurator Runtime
- o Siebel Configurator Administration Server
- o Siebel Customer Order Management Administration Server
- o Siebel Server Sync - Microsoft Exchange Server
- o Siebel Field Service
- o Siebel Tools
- o Siebel Server Extensions for UNIX
- o Siebel CRM Web Channel for Customers (optional)
- o Siebel Order Validation Engine
- o Siebel Dynamic Pricer
- Business requirements gathering, processing, coordination
- Business requirements evaluation (minimal customization of core Siebel required)
- Support of system integration, testing, troubleshooting, subscriber migration and live operations
- Support of HW extensions, SW upgrades
- Experience with project management
- Experience with vendor management
- Presentation and communication skills, Time management skills, creativity
- Team focused, people focused, customer oriented
- Fluent English

**Experience:**

4.5yrs+

Compensation:

40,000-50,000 per month (INR)

**Job Location:**

Europe

Please submit your updated CV in MS Word format via email with salary details to Pallavi Singh at [pallavi.singh@anytimehr.com](mailto:pallavi.singh@anytimehr.com), 9899132915, 011-43024915, 43024916, 43024940, 43024144

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