

## **PSA Solution Architect Icon Cloud Consulting**

### **Job Description:**

Brings Professional Services Operations and FinancialForce Professional Services Automation (PSA) leadership to our customers, through the delivery of PSA best practices, hands on configuration, and Health Checks.

The ideal candidate is a current & long time Admin User for PSA, up to date on FinancialForce PSA training, with a Salesforce Admin Certification (minimum).

The candidate must be hands on with PSA, including participating in and leading PSA implementations, upgrades, and be a resource for the team.

The ideal candidate must be able to contribute immediately, with minimal training and ramp up time.

The candidate should be senior when it comes to PS Operations. They should have experience with other PSA products prior to FinancialForce PSA, including prior PS Operations experience, and should bring a sense of “been there and done that” when it comes to Professional Services Best Practices. They should be responsible for and experienced with using PSA to drive metrics, reporting, resource management, and PM within PS Operations.

Other responsibilities would include leading upgrades, lightning enablement, and working individual PSA tickets.

Finally, the ideal candidate would also bring leadership to our team. Managing customer relationships, partnering with senior team members, and coaching junior team members are equally important.

### **Must Have:**

- 10 to 15 years industry experience including:
  - 5+ Years PS Operations and Consulting with PSA
  - 5 + years Prior PS Operations experience with other PSA ProductsOR
  - 5 + years Salesforce consulting experience
  - Salesforce Admin Certification
- Up to date on the FinancialForce PSA Training, as well as the current version of the Product and it's features
- Excellent communication skills and time management
- Team player, effective working remotely and in a collaborative environment

### **Nice to have:**

- Advanced Salesforce Certification / Consultant Certification(s)

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### **Why Icon?**

Work with a team of product and platform experts like yourself. Tired of being the go-to person for everything FinancialForce on your team? Wouldn't it be nice to be able to ask someone other than support a question, and get a quick answer? The Icon team has been in the FinancialForce ecosystem since 2011. We have long time consultants on the team who have seen most questions before. FinancialForce is what we do.

Take advantage of the latest training and certifications from FinancialForce and Salesforce. At Icon, we are dedicated to supporting the FinancialForce Ecosystem, including keeping up on the latest that the product has to offer, including FinancialForce partners like Conga, Asperato, or Avalara. Icon is the leading partner when it comes to supporting the entire FinancialForce stack.

Work 100% remote, with limited travel. In these crazy times, most of us are already working remotely, but when things return to normal, are you going back to the office? Here at Icon, we have always worked 100% remote, and will continue to do so.