

Senior PSA / Operations Consultant

Icon Cloud Consulting

Job Description:

Brings PS Operations and FinancialForce 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 FF PSA training, with a Salesforce Administrator certification (minimum).

The candidate must be hands on with PSA, including PSA configuration and upgrades and be able to support our customers directly and immediately. Responsibilities would include leading upgrades, lightning enablement, and working individual PSA tickets. Later responsibilities include participating in and leading PSA implementations.

The candidate should be senior when it comes to PS Operations. They should have competitive product experience prior to FF PSA, bring prior PS Ops experience, and should bring a sense of been there and done that when it comes to best practices and Health Checks. They should be responsible for and experienced with using PSA to drive metrics, reporting, resource management, and PM best practices for PS Operations.

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

Must Have:

5+ Years PS Operations with PSA

- Hands on with PSA configuration, supporting requests from business and responding to a changing environment
- Leads PSA upgrades, including adopting new features as they are available
- Responsible for using PSA to drive metrics, reporting, RM, and PM best practices for PS Operations
- 5 years Prior PS Operations experience and competitive product 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

Nice to have:

Expertise on Salesforce and PSA Profiles, Permissions, RLS, etc.

Advanced Salesforce Certification / Consultant Certification(s)

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.