



IT implementation and operation Consultant

Job Title: IT implementation and operation Consultant
Organizational Location: Customer Service & Support Department
Direct Report To: Customer Service Manager
Indirect Report To: None
Direct Reports: None

Tabellae is an ambitious Document Input and Output Management consultancy making ERP documents, such as quotations and invoices, faster to design and maintain. We specialize in implementing Lasernet software solutions for Dynamics, NAV and SAP – ultimately reducing risk, time and costs for our customers.

We are growing rapidly and looking to add team members to our Danish offices, Brøndby and/or Vejle.

The Job

The purpose of the role as IT implementation and operation Consultant is to design documents and forms based on established criteria and specifications.

The IT implementation and operation Consultant will join the customer service & support team, who assist existing customers with SLA support, incidents, changes, new development, upgrades and valuable advice for ensuring a reliable Lasernet solution for the future.

The IT implementation and operation Consultant configures Lasetnet, based on the provided data, so documents and forms are in the specified layout and contain the specified information in the desired format. The IT implementation and operation Consultant participates in estimating, testing and documentation of the assignment.

As an IT implementation and operation Consultant at Tabellae, you and your teammates of skilled professionals will be on the front line facing our customers. You will be involved in and partly responsible for implementing output management solutions based on the standard software Lasetnet by Formpipe. Your day will be filled with tasks that include:

- Receiving cases from our dispatcher and communicate with the customers as well as providing valuable consultancy work for them.
- Estimation of tasks based on established criteria from the Job Distributor.
- Ensure that the data provided is sufficient to solve the specified task.
- Designing or re-designing documents and forms in Lasetnet based on the given criteria and specifications.
- Support customers that encounter incidents in their Lasetnet setup, and troubleshoot for root cause.

- Complete unit tests on documents and forms based on the given criteria and specifications.
- Document all work based on the given criteria and specifications.
- Ensure that all Lasernet design, development and documentation are based on best practice guidelines from the Tabellae development team.
- Daily update of time tracking on tasks and projects.
- Etc.

About You

The background and technical skill set needed to succeed as an IT implementation and operation Consultant at Tabellae can vary from person to person, but we have put together a set of minimum skills / experiences that we hope to see in all candidates:

- **Diplomacy**
 - Ability to de-escalate and focus on providing solutions.
 - Ability to speak to professionals of different levels/backgrounds.
 - Ability to listen, communicate, show empathy and understanding while gaining buy-in for action plans.
 - Mastery of written customer-facing communication.
- **Systems Implementation Experience**
 - 3-5 years of successful systems implementations of CRM, ERP, or niche market software solutions.
 - Familiar with implementation workflow of requirements gathering, configuration, documentation, testing, training, hyper care (Go Live), etc.
 - Basic familiarity with database administration/management concepts – familiar with table relations, keys, etc.
 - Some experience/literacy in code. Example: basic HTML, modifying source code of software solutions, basic mathematical expressions.
 - Comfortable with pair programming, working side by side and on a team to produce a deliverable.
 - Experience working on teams with multiple stakeholders: partners, clients, client-partners, Project Management consultants.
- **Customer-Centric**
 - Customer-facing attitude and excellent communication skills.
 - 100% commitment to customer satisfaction and knows the importance of customer perception.
 - Acceptance of the need for “all hands on deck” situations.
- **Quality focused**
 - “Trust nothing” and understand the importance of test, test, and test again.
 - Mindful of impacts to performance and always looking to take an approach that future-proofs solutions.
 - Extremely cautious - backup, backup, backup!
 - High attention to detail – clients will “take a ruler to it”.
 - Has an eye for what can go wrong and proactively works to address potential red flags.
- **Global Outlook/Awareness**
 - Any combination of: experience abroad, experience working for a global organization, experience on multi-cultural teams. You are “globally literate”.
 - Demonstrates an awareness of cultural sensitivities and has an ability to communicate effectively on global teams.
- **Training and Presentation**
 - Experience providing client-facing training sessions, webinars, conference presentations.
- **Education**
 - Bachelor’s degree or Master in Business Administration, Information Systems, International Business, Computer Sciences, etc.

Life at Tabellae

We offer a challenging and exiting position in a company where customer focus, professionalism, employee satisfaction, and entrepreneurship are key values and where decisions are made quickly based on the given situation and facts at hand. Your colleagues will be locally based at our office in Denmark and in our other offices in Denmark, Sweden, Norway, and Portugal.

Check us out at: <https://www.tabellae.com/en/contact/about-us/vacancies>

About Tabellae

Tabellae is the largest and fastest growing supplier of output management solutions in the world with experience in more than 400 implementation projects. We provide our customers with solutions that provide high-quality external documents complying with requirements from their customers, suppliers, and governmental authorities.

Tabellae was founded in Denmark in 2010. We have since expanded to Sweden, Norway, Portugal, and the USA.

More information: www.tabellae.com

How to apply

If you find this position relevant for your next step in your career, please send an application and CV to job@tabellae.com or contact our Customer Service Manager, Julie Vieth, at jv@tabellae.com for more information about the position.