



Role: Workforce Management (WFM) Consultant

Job Location: Remote (Work from home), with travel to client sites as required

Agilea Solutions is a rapidly growing, energetic consulting company with a fun, fast-paced team environment. In this innovative company you will bring us your passion to deliver, your strong technical and functional skills, and we will provide you with the opportunity to deliver innovative solutions to our enterprise clients.

We help clients ensure their Workforce Management (WFM) systems can respond to rapidly changing business needs and deliver more effectively. Timekeeping, Absence Management and Scheduling are not only key components of WFM systems, but they are crucial business processes for our enterprise clients. Our WFM Services and TestAssure automated testing software delivers value to our clients by helping them configure, integrate and test their WFM systems to ensure those systems continue to deliver accurately and with precision.

Position Summary:

The Workforce Management Role is responsible for providing functional expertise in the implementation of WFM software systems. The Consultant should be comfortable working on multiple projects with varying scope. Duties will be project dependent but may include requirements gathering, design, configuration, implementation, testing and support. The position requires the ability to coordinate with clients, colleagues and partners to ensure a successful project outcome.

This position requires the ability to work with minimal supervision to produce and execute WFM solutions and contribute to project deliverables. The WFM Consultant will take guidance from Senior WFM Consultants and Program Managers, and will coordinate as needed with colleagues, clients, and partners to complete the deliverables.

Essential Duties & Responsibilities:

- Learn and maintain training on WFM systems and processes as necessary
- Gathering business and technical requirements
- Performing needs analysis to determine how clients need to use the system
- Authoring specification documentation
- Configuration and/or custom development of client's WFM systems to meet client requirements
- Coordination, documentation, and execution of unit, integration and acceptance testing of implementation configuration
- Write and execute test cases for clients
- Troubleshooting of test and production configurations
- Support of users in a production environment
- Ability to assess risk, identify dependencies, escalate risks (as needed) to clients and/or Agilea
- Work with Project and Program Manager to help coach other WFM Consultants to higher levels of maturity
- Evening and weekend support may be required for client go-live, cutovers, etc as a project timelines dictate

Additional Duties & Responsibilities

- Ability to manage multiple tasks, work in a team environment, understand and be responsive to project and customer needs.
- Ability to estimate time required to complete a task, communicate progress, and deliver to milestones.
- Good oral and written communication skills; ability to work remotely.
- Ensure adherence company and client policies and procedures, including but not limited to, processes for IT security, timesheets, time off, etc.
- Contribute to Objectives and Key Results (OKRs) defined that align with corporate, department and team goals
- Attend meetings with clients, company and partners as required to perform duties and responsibilities
- Work with geographically dispersed resources and virtual teams
- Build and maintain relationships with your colleagues, partner and client resources