

## Junior Consultant

Role: Junior Consultant

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### Short Description

The primary objective of a consultant is the consulting of customers and their business processes. He / She analyses processes and supports the customer in terms of selection of IT systems. The consultant is responsible for the implementation of IT solutions which supports the customers processes.



### Core Competencies

#### Effective communication

Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences.

#### Customer focus

Building strong customer relationships and delivering customer-centric solutions.

#### Driving results

Consistently achieving results, even under tough circumstances.

#### Being a trusted team player

Gaining the confidence and trust of others through honesty, integrity and authenticity. Being committed to team work and team results.

#### Self-development & active learning

Actively seeking new ways to grow and be challenged, fostering innovation and life long learning.

#### Taking personal responsibility

Holding self and others accountable to meet commitments. Stepping up to address difficult issues and saying what needs to be said.



### Level dependent Competencies

#### Action orientation

Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.

#### Adaptability

Adapting approach and behavior in real time to match the shifting demands of different situations and in transformation.

## Planning and aligning

Planning and prioritizing work to meet commitments aligned with organizational goals.

## Business insight

Applying knowledge of business and the marketplace to advance the organization's goals.

## Tech savvy

Adopting innovations for our business, creating digital technology and services.



## Job specific Competencies

### English as a foreign language

The employee is able to accept and pass on messages that accumulate during a normal workday and understand most correspondences, reports and product specifications that he/she receives. Furthermore, the employee is able to deal with all routine requests concerning products or services. B1.1, B1.2. Berlitz. 5 - 6

Proficiency

3 intermediate

### General consulting methods and work techniques (e.g. Interview techniques, interpersonal skills, strategic communication)

This level of competence creates awareness and theoretical knowledge with the participants and is considered as the baseline to build up first competencies in one field.

Proficiency

2 beginner

### Overview of further existing technical solutions in the respective technical focus. (e.g. technical ecosystem / e.g. Solution Manager in combination with 3rd party process modeling solution)

There are no competencies in this area, yet.

Proficiency

1 no knowledge

### Transport, design and communicate new technical solutions (single developments) also extensions to existing products (addOns) or cutomizings regarding customer requirements

There are no competencies in this area, yet.

Proficiency

1 no knowledge

### Gap analysis and communication of technical restrictions and optimization potentials

There are no competencies in this area, yet.

Proficiency

1 no knowledge

### Product specific knowledge to ensure support and carrying out of the technical implementation.

This level of competence creates awareness and theoretical knowledge with the participants and is considered as the baseline to build up first competencies in one field.

Proficiency

2 beginner

### Active sharing of technical and procedural knowledge and experience with colleagues.

This level of competence creates awareness and theoretical knowledge with the participants and is considered as the baseline to build up first competencies in one field.

Proficiency

2 beginner

Project planning and methods for the development or upgrade of SAP or IT system landscapes or applications

This level of competence creates awareness and theoretical knowledge with the participants and is considered as the baseline to build up first competencies in one field.

Proficiency

2 beginner

Knowledge and application of the processes and specifications required for day-to-day work

There are no competencies in this area, yet.

Proficiency

1 no knowledge

Technical support for pre-sales enquiries

There are no competencies in this area, yet.

Proficiency

1 no knowledge

Overview about respective product and solution platforms (e.g. SAP, Oracle, Microsoft, Web applications, SPLM)

This level of competence creates awareness and theoretical knowledge with the participants and is considered as the baseline to build up first competencies in one field.

Proficiency

2 beginner

Process analysis and overview of different modeling tools (eg Rational, Aris, Live Kit)

This level of competence creates awareness and theoretical knowledge with the participants and is considered as the baseline to build up first competencies in one field.

Proficiency

2 beginner

In-depth knowledge of business processes and solutions

This level of competence creates awareness and theoretical knowledge with the participants and is considered as the baseline to build up first competencies in one field.

Proficiency

2 beginner

Escalation of detected problem and / or error conditions (technical and organizational)

This level of competence creates awareness and theoretical knowledge with the participants and is considered as the baseline to build up first competencies in one field.

Proficiency

2 beginner



## For technical reasons: Job specific Competencies

English as a foreign language

Active sharing of technical and procedural knowledge and experience with colleagues.

Escalation of recognized problem and / or error states (technical and organizational)

Gap analysis and communication of technical restrictions and optimization potentials

General consulting methods and work techniques (e.g. Interview techniques, interpersonal skills, strategic communication)

In-depth knowledge of business processes and solutions

Knowledge and application of the processes and specifications required for day-to-day work

Overview about respective product and solution platforms (e.g. SAP, Oracle, Microsoft, Web applications, SPLM)

Overview of further existing technical solutions in the respective technical focus. (e.g. technical ecosystem/ e.g. Solution Manager in combination with 3rd party process modeling solution)

Process analysis and overview of different modeling tools (eg Rational, Aris, Live Kit)

Product specific knowledge to ensure support and carrying out of the technical implementation.

Project planning and methods for the development or upgrade of SAP or IT system landscapes or applications

Technical support for pre-sales enquiries

Transport, design and communicate new technical solutions (single developments) also extensions to existing products (addOns) or customizings regarding customer requirements