

## Roles and Responsibilities

**Confidential**



<b>JOB TITLE:</b>	ASSOCIATE CONSULTANT
<b>DIVISION/ FUNCTION:</b>	Core Operations

<b>REPORTING STRUCTURE:</b>	
<b>Reports to:</b>	COMPETENCY MANAGER
<b>Direct Supervision of:</b>	<ul style="list-style-type: none"><li>• Competency Manager</li><li>• Reporting Manager</li></ul>

<b>DUTIES &amp; RESPONSIBILITIES:</b>
<ul style="list-style-type: none"><li>▪ Execute customer project deliverables as assigned by the project leads/managers</li><li>▪ Develop or configure, document and test business solution in SAP application according to the functional and technical requirements</li><li>▪ Build professional relationships with clients, management and team members to ensure delivery of proposed solutions, support for development of business possibilities</li><li>▪ Contribute to productivity of the project team with effective communication skills and cooperation</li><li>▪ Keep project documentation and timesheets up to date and maintain all documentation in repository setup for the purpose</li></ul>

<b>Key Performance Indicators</b>
<p><b>Financial Perspective:</b></p> <ul style="list-style-type: none"><li>• Maintain Self Billability at a minimum of 90% for the year</li></ul> <p><b>Customer Perspective:</b></p> <ul style="list-style-type: none"><li>• By maintaining 100% Customer satisfaction on projects based on an average 4.0 Customer feedback on issues resolved/worked on</li></ul>

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**I.T.CHAMPS**  
Passion Delivered



- Issue resolution time adherence to SLA should be 100%

### **Internal Process Perspective:**

- Maintain documentation and contribute to blogs/knowledge base once per month
- Maintain quality on deliverables and attain zero rework

### **Learning Perspective:**

- Self-nomination for training (Technical / Soft Skills) – at least one per quarter
- Attend internal certification or mock interviews or skill enhancement tests – at least once every month

### **CORE DELIVERABLES:**

Deliver objects on time as assigned by the project lead / competency manager

### **INTERNAL CROSS WORKING RELATIONS (DEPARTMENTAL):**

Update HR and Finance teams of any changes in work timings, work location or project assigned to by the client. Also update HR and Finance teams of any onsite travel and/or leaves taken.

**HR Manager**

**Head of Delivery**

**COO**

**Position Holder**

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