

Title	TBM Consultant
Business	Managed Services
Reports to	Director, TBMAaaS

Advocate helps IT leaders speed the shift from cost center to strategic partner. As the premier TBM consulting and services company with more than 600 enterprise clients, we uncover more savings to invest, enable more business outcomes and create more influence overall.

The Technology Business Management Consultant will help implement and operationalize a Technology Business Management (TBM) solution designed to position executives with the knowledge to manage and communicate the cost, quality, and value of Technology services. The TBM Consultant lead Advocate clients on a TBM journey, providing technical, advisory, and strategic direction. The TBM Consultant will provide the insights and guidance to enable effective decision-making, and help drive alignment between IT organizations and their business. Additionally, the TBM Consultant will provide visibility into planned, actual, and forecasted spend, drive stakeholder accountability, and will react with quick, accurate TBM data adjustments as the business needs change. The TBM Consultant’s role involves close collaboration with Technology, Finance and Business professionals at all levels within the client’s organization, specifically with CIOs.

KEY ACCOUNTABILITIES

- **Steady-State:**
 - Identify key business implications from analytics, research and from in-person communication
 - Provide guidance on TBM best practices and enable roadmap to success
 - Identify and communicate risks and issues as well as possible solutions
 - Acts as subject matter expert in systems and processes
 - Collaborate with IT Finance on IT total cost of ownership, financial metrics, cost transparency initiatives, and IT Financial Management and Planning
 - Troubleshoot issues with data uploads and reports, management of Apptio solution including managing DataLink
 - Export of data from Apptio to external systems
 - Design and Configure Reports in Apptio
 - Respond to ad-hoc queries from business partners
 - Coordination with Apptio for platform upgrades and feature requests
 - Create professional quality project artifacts
 - Perform detailed data extraction, synthesize information to see the big picture, and summarize the result for presentation to various audiences
- **Strategic Direction**
 - Recommend process improvements or initiatives to address current and future client requirements

- Participate in strategic planning meetings to continuously improve recommended strategic roadmap initiatives
- Proactively identify client issues that may influence client future strategic direction
- Perform deep-dive analytics on client data to provide meaningful insights and actionable recommendations
- Utilize deep understanding of client data and environment to identify new savings opportunities
- Own analytics around all quarterly, monthly, and ad hoc reporting
- Consult on project-based engagements for Managed Services clients to drive additional program ROI
- Implementation:
 - Support Apptio solution implementations
 - Import, transform, rationalize and automate data flow from systems of record
 - Works on analysis of complex issues and coordinates the documentation of business needs
 - Define, prioritize, communicate, and secure agreement on initiative objectives and scope
 - Participates in the creation of technical documents and high-level solution designs
 - Participates in the development, testing and implementation of system specifications
- Other:
 - Support Advocate Advisory practice areas to enable robust TBM journeys for Advocate clients
 - Conduct Apptio solution reviews and provide recommendations
 - Provide end-user training as necessary
 - Lead and develop junior resources and TBM Consultants

SKILLS

- Experience configuring and operating Apptio
- History of analytical and problem-solving skills
- Strong to expert skills in data manipulation with tools like MS Excel (macros and pivot tables), Access, SQL, BI tools, etc.
- Strong working knowledge of PowerPoint, Word, Visio
- Skilled in planning, organizing, prioritizing, and executing work
- Creative and innovative thinker, willing to explore ideas and make impacts, improvements, or change
- Self-directed and self-motivated, with the ability to manage multiple projects and deadlines, with tight deadlines
- Must take initiative to explore industry standard best practices
- Strong fit with Advocate consulting culture, values, and operating philosophy
- Ability to communicate, verbally and in writing, effectively with all levels of the organization
- Strong sense of urgency with the ability to manage competing priorities

QUALIFICATIONS

- Bachelor's degree from a top tier college/university in business or technology

- 5+ years of business and/or technical consulting experience for a mid to large size professional services, managed services, or IT outsourcing firm
- Advanced proficiency with Microsoft Office, Visio, Salesforce.com, and Project software
- Respected presence and ability to lead and support sales cycle for consulting offerings
- Must provide Proof of Right to Work in the United States on the I9 Form

OPPORTUNITIES

- Engage in industry leading organization at the forefront of new technology management techniques
- Work daily with Fortune 500 Global Clients
- Opportunity for rapid career advancement
- Client facing position with the opportunity to make a direct impact on business growth, practice innovation and talent development
- Join a company named to the **Inc. 5000** list of Fastest Growing Companies for **eleven consecutive years**
- Named one of the Top 150 Workplaces by The Atlanta Journal-Constitution

REWARDS AND BENEFITS

- Competitive base pay
- Incentive bonus plan
- Industry Competitive Health and Welfare Benefits
- Company matched 401(k) with immediate vesting
- Two paid days off for community service
- Flexible work arrangement to support a good work-life balance
- Professional development with a long-term career path
- Continuing education and training reimbursement
- Paid employee referral program

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