



Esker helps organizations around the world streamline their business document processes. From expanding our solution capabilities and global reach to passing milestones and racking up awards, we've been a busy business over the years and have no plans on slowing down.

Today, Esker is widely recognized as a leader in AI-driven process automation software all around the world. Companies use our cloud-based solutions to drive greater efficiency, accuracy, visibility and cost savings throughout their Purchase to Pay (P2P) and Order to Cash (O2C) processes.

At Esker, our mission isn't to make employees fit into some pretentious, narrowly defined culture. It's to create an environment where good work gets noticed and employee well-being is taken seriously. If you thrive in working at a place where you can freely innovate, showcase your creativity, enjoy exchanging ideas with likeminded colleagues for continuous improvement of work efficiency and solutions for our customers, we like to hear from you. Our close-knitted team in Malaysia is conveniently located at the heart of Kuala Lumpur Central.

Professional Service Consultant (Based in Kuala Lumpur, Malaysia)

Role Description:

Responsible for the implementation of a suite of software and SaaS solutions, customer assessment, project scoping, configuration, installation, training, testing, production switch over, project go-live, documentation and reporting. The role involves business analysis, and technical consultation throughout the project lifecycle.

Key Tasks/Duties:

Pre-Sales:

- Provide and demonstrate systems prototypes, bid for projects and write technical proposals.
- Support marketing activities in exhibitions, presentations and workshops.

Consultation:

- Deliver technical professional services and solutions remotely or on-site
- Assess customers' requirements and business needs, analyze their documents work flow, define business rules, design solutions and document project scope
- Install and configure Esker solutions, customize solutions in JavaScript

- Deliver customer empowerment through training, successful handover of all required collateral and knowledge to ensure customers/partners use and grow our solutions post project closure.
- Perform Project and Customer Management to successfully deliver project outcomes and ensure customers receive maximum value from our products.

Post Sales:

- Attend to technical problems pertaining to installations and configurations, features request and issues arising from system bugs
- Escalate complex technical problems to 2nd level support and Esker R&D team for resolution and optimal customer satisfaction
- Continue to uphold and build the maturity of Professional Services to meet the team's and the wider organization's goals
- Keep up-to-date the latest development and knowledge of Esker solutions
- Keep abreast of evolving customers' requirements, advocate and identify Esker offerings to expand Esker software footprint

Educational Requirements:

- Bachelor or Master degree in Computer Science or Software Engineering

Required Work Experience:

- At least 3+ years' experience in software implementations preferably in a software company or system integrator

Technical knowledge:

- Good knowledge of ERP logics like SAP, JDE or Oracle (AP, FI, MM) or Accounting software (Sage, Coda, Sun Account) is a bonus
- Good knowledge of Java Script or any other scripting language
- Knowledge and practical experience of cloud solutions
- Exposure with relational databases (Oracle, DB2, SQL Server), Microsoft Windows Server, integration with SAP or other major ERP is a bonus
- Basic understanding in the areas of accounting and finance is a plus.

Other skills & Abilities:

- Able to conduct design and requirement assessment workshops and engage effectively with stake-holders

- Experience working in a fast-paced environment and handle multiple projects simultaneously
- Experience working in a client facing environment
- Good communication, relationship building and presentation skills

Internal work relationships

- Work with both Asia and Global Professional Service consulting teams on project implementation planning and resourcing, wherever needed
- Actively participate in continual improvement of solutions and features with Esker R&D team and share information on field requirements, customer feedbacks and country specific/market intelligence
- Work with marketing team to ensure alignment in marketing strategies and campaigns for Esker's solutions
- Work with Customer Experience team on on-going management of customer relationships, loyalty and support

Other Requirements:

- Flexible to travel (domestic and/or international) to meet business needs.
- Strong analytical and problem solving skills

Languages:

- Fluent in English
- Mandarin, Cantonese or French is a plus

Please send your resume and motivation letter to career.asia@esker.com with the 'Professional Service Consultant' as reference.