

VP Consulting is a leading Business Process Management (BPM) consulting company working on Southern-Europe region, Brazil and USA, with deep experience in designing and implementing process improvement initiatives and solutions at leading companies in every industry. We are leading the implementation of Process Enabled Applications in Portugal and implementing the new Enterprise 2.0 strategy, fusing social network capabilities into our technology to deliver a new set of web applications, because our customers want to couple business process management capabilities with the productivity and drivers of Web 2.0 and social computing.

For more information go to www.vpconsulting.pt and www.ibpms.com.

To remain ahead on the innovation curve, we are looking for talented individuals with outstanding potential in Business Process Management Consulting, Software Engineering, IT Consulting and High-Tech Product Marketing and Sales.

Customer Service Coordinator - Oporto - Ref. 20100501

Your Job Description is simple:

As a customer service coordinator you must have excellent communication skills and be comfortable dealing with complaints and individuals regarding software and consulting implementations. Since most of the contact will be done by email the customer service coordinator must be able to get the necessary information from the customer to determine the problem, know how to resolve the issue or whom to speak with in to get the issue resolved, and then provide follow up, and the customer satisfaction.

Common work activities include:

- Answering requests for information or clarification of problems or issues.
- Assist in developing customer service standards, policies and procedures for the organization.
- Communicating effectively with the clients to discover the exact concern and then correcting the problem to the customer's satisfaction.
- Providing information to others in the company when the issue is beyond the scope of the customer service coordinator to correct.
- Following up internally and with clients to provide complete service and make sure all concerns have been addressed.
- Reporting based on key performance indicators.

You must demonstrate:

- Proven experience in similar jobs (at least 2 years), with strong references.
- Ability to problem-solving, dynamism and pro-activeness.
- Excellent communication skills.
- Software documentation experience (building manuals, release notes, etc.).
- Proficiency in MS office and customer interaction applications.
- Experience on using an IT Service Management tool

Education

- Degree in IT/Engineering areas.
- Deep knowledge of Portuguese, English and Spanish languages.
- ITIL v3

Web Marketing and Content Manager - Oporto - Ref. 201000502

Your Job Description is simple:

You will be responsible for developing new content and refreshing existing content across our database driven websites and online marketing systems.

You will be expected to grow our targeted visitor base and improve prospect generation. This role requires a digital native, able to translate key messaging, technical practices and high-concept into memorable online experiences on business process management areas. You will also be expected to liaise with various internal and external teams in order to develop marketing, promotional and email campaigns and social network presence.

As the Web Marketing and Content Manager you will be hard working, conscientious and able to understand wider business pressures.

Common work activities include:

- Obtain information from others in the company in order to develop contents
- Maintain and develop websites
- Implement online Marketing Campaigns
- Organize online information through effective site architecture, navigation, images and content

You must demonstrate:

- Hand Coding - HTML & CSS
- Video Editing Packages
- Viral marketing experience
- Strong understanding of SEO techniques and practices
- Strong online copywriting and editing skills in business and IT areas
- Experience of using a content management system (CMS)
- Proficiency in MS office applications
- Social Networks web marketing proficiency

Education

- Degree in Journalism/Marketing/IT
- Deep knowledge of Portuguese, English and Spanish languages.

Marketing & Sales Director - Lisbon - Ref. 201000503

Your Job Description is simple:

We're looking for a brilliant marketing and sales person to join our team. You will be responsible for the marketing and sales team and will drive the strategy to grow our brand and market share.

We're looking for a highly motivated team player that is passionate about communication and loves the idea of playing a key part in creating something new, someone with enthusiasm and confidence and the drive to make it happen.

Common work activities include:

- Formulate and implement strategic and tactical marketing and sales plans for IT and Business Process Management consulting services.
- Oversee all necessary activities to fulfill strategic objectives.
- Identify and approach potential new clients, convert enquiries from potential Clients to sales.
- Develop relationships with existing clients and maximize revenue potential.
- Develop existing marketing activities to ensure awareness of the company among all target groups.
- Provide timely and reliable management information.
- Work toward building the overall strength and performance of the sales and marketing team and the company as a whole.

You must demonstrate:

- Impressive track record in driving sales in Business and/or IT Consulting from start to finish
- Proven experience as a IT or Business consultant
- You must enjoy leading and motivating teams
- Experience in consulting companies and knowledge of IT, BPM methodologies.
- Availability to travel.
- Experience in using CRM-Sales packages.
- Proficiency in MS office applications

Education

- Degree in Marketing/Management/Engineering areas
- Deep knowledge of Portuguese, English and Spanish languages.

Business Process Management Consultant - Lisbon - Ref. 201000504

Your Job Description is simple:

Design and implement Business Process Management (BPM) initiatives with strong value for leading companies in every industry sector.

Common work activities include:

- Develop business architecture strategies based on a situational awareness of various business scenarios and motivations.
- Capture the tactical and strategic enterprise goals that provide traceability through the organization and are mapped to metrics that provide ongoing governance.
- Define the set of strategic, core and support processes that transcend functional and organizational boundaries; identify and describe external entities such as customers, suppliers, and external systems that interact with the business; and describe which people, resources and controls are involved in the processes.
- Gather/Analyze business requirements and produce processes design and documentations in accordance with company's approved methodology
- Describe the primary business functions of the enterprise and distinguish between customer-facing, supplier-related, business execution and business management functions.
- Carry out implementations, tests, and trainings

You must demonstrate:

- Degree in Management/Engineering areas
- Deep knowledge of Portuguese, English and Spanish languages.
- Business Process Management real experience including, experience using model-based representations that can be adjusted as required to collect, aggregate or disaggregate complex and conflicting information about the business
- SOX, SIX SIGMA, LEAN, AGILE, TOC, BASEL II, ISO, SA8000, EFQM, RISK MANAGEMENT, BPMN and other BPM related Methodologies.
- Exceptional communication skills and the ability to communicate appropriately at all levels of the organization; this includes written and verbal communications as well as visualizations
- Strong situational analysis and decision making abilities
- Proficiency in MS office applications

Education

- Degree in Management/Engineering areas
- Deep knowledge of Portuguese, English and Spanish languages.
- Qualified trainer and auditor

Infrastructure Manager - Oporto - Ref. 201000505

Your Job Description is simple:

You will be involved in areas like IT, Enterprise Architecture, IT Design, Infrastructure Security, Application Optimization and Renewal, Datacenter Optimization, End User Computing and Networking Technologies.

Common work activities include:

- Assessing current and determining future technology and architecture requirements in support of organization strategy
- Identifying gaps and opportunities, recommending changes and improvements, and formulating the action plan to help organization harness and realize significantly more value from IT
- Designing and implementing the overall technology that supports business processes and people and supports the business strategy
- Working with some of the most relevant IT products such as Virtualization products, IT management packages, etc

You must demonstrate:

- Experience of managing and /or leading a 2nd and 3rd Line Technical Support Team, "Hands on" Knowledge of Core Technologies: Active Directory Services, Windows Server 2003/8, Cisco Networks and IP Telephony, MS-Exchange, VMWare, SQL Server Admin 2006/08, Anti-virus solutions, Backup Technologies, LAN/WAN Technologies, Citrix and Hosting experience.
- Proficiency in MS office applications

Education

- Degree in IT areas.
- Deep knowledge of Portuguese, English and Spanish languages.
- Knowledge of ITIL Frameworks,

Communications / PR Officer - Oporto/Lisbon - Ref. 201000506

Your Job Description is simple:

You will be a strong Communicator/Writer who will be responsible for the design, writing, creation, maintenance, and updates IT and Process Management Contents to be used for marketing and sales purposes, online and offline. You must be aware of Business Process Management Technologies and have strong expertise in doing interviews with high level Business People and conduct the necessary research to produce accurate, simple and comprehensive documents.

Common work activities include:

- Conduct researches
- Conduct interviews
- Edit and copy print and online sales and promotional material
- Track, review and analyze marketing programs
- Coordinate PR activities

You must demonstrate:

- Ability to develop strong relationships with the press, customers, sales and consulting teams.
- Excellent written and oral communications skills
- Ability to manage multiple projects on tight deadlines
- Strong experience writing business and technical documentation
- Proven ability to write documentation for both technical and non-technical business users
- Ability to learn quickly and adjust priorities in a dynamic environment with short release cycles
- Ability to learn new technologies quickly
- Public relations experience.
- Proficiency in MS office applications

Education

- Degree in a Journalism/Marketing areas.
- Deep knowledge of Portuguese, English and Spanish languages.

HTML Expert - Oporto - Ref. 201000507

Your Job Description is simple:

You will be responsible for the development of applications and sites, based on HTML languages and CSS.

You should present and discuss at least two works done which should incorporate the use of the requirements defined.

You must demonstrate:

- Strong experience in HTML
- Strong experience with CSS, Javascript, CSS, ASP.NET (C#/VB), XML and Web services
- Strong experience in Frameworks prototype and jQuery.
- Proven experience in WEB development
- Object C (Cocoa Framework) experience
- Cross-Browsing development experience.
- Strong experience in development using web standards
- Proficiency in MS office applications

Education

- Degree in IT areas
- Microsoft certified professional (preference)
- Deep knowledge of Portuguese, English and Spanish languages