Position: Deloitte Digital Strategy Senior Consultant – Lisbon (#1)

Deloitte Digital

You've heard it before: digital has changed everything. We're all more connected, more informed, more interactive. We have more opportunity, but also more risk. Brands that want to succeed in this new world need a different kind of partner   one that tears down the traditional model of creative, tech, and business services-in-silo. That's what Deloitte Digital is here to do.

We don't just apply digital technology. We use it to uncover solutions for the most complex enterprise challenges to transform the customer journey. Deloitte Digital delivers a unique combination of our firm's consulting capabilities, industry expertise and trusted methodologies, paired with cutting-edge creative prowess. Together, we offer the best parts of a creative agency and a strategic IT consultancy. From advanced preconfigured solutions and methodologies, to brand-building and campaign management, Deloitte Digital offers end-to-end solutions that ultimately bring power to the way our clients engage with their customers—wherever they are on their journey.

We view every project through three lenses: strategy, technology, and creative. With any project we take on, we know that the value of our client's brand is in our hands. They demand solutions that mitigate risk, provide business value, and improve brand engagement. Deloitte Digital helps clients balance the allure of emerging technologies with the realities of their business, the essence of their brand, and the needs of their customers.

This helps us ensure that we deliver beautiful, functional solutions that meet—and exceed—our clients' needs.

Technology

Deloitte Consulting's technology professionals help clients identify and solve their most critical information and technological challenges. We provide advisory through end-to-end implementation services as well as outsourcing services and are recognized in the marketplace for capabilities across the spectrum.

Our experienced technology professionals offer deep technical experience in their area of focus and are committed to delivering efficient, technology-based solutions to our clients. Our professionals are also aligned to industry sectors. By combining our technical capabilities with our industry experiences, we create unmatched market offerings to solve our clients' business issues. Additionally, we have long-term partnerships with many of the world's leading technology companies, allowing us to understand solution alternatives and recommend and support the most appropriate solution for our clients. By leveraging these elements, we are able to help our clients convert leading edge ideas into tangible results.

Our professionals are aligned with a technology service line to promote the development of deep technical skills and experiences and improve our ability to tailor solutions to solve our clients' business issues.

Essential Functions of a Senior Consultant at Deloitte Consulting

A Senior Consultant at Deloitte works within an engagement team and is responsible for identifying business requirements, requirements management, functional design, prototyping, process design (including scenario design, flow mapping), testing, training, defining support procedures and supporting implementations.

Required

Senior Consultants in the Digital Business & Strategy capability within Deloitte Digital are required to have:

- Four+ years' experience in consulting and/or implementing solutions leveraging a combination of customer technology strategy, future state architecture design and CRM project delivery.
- Experience Delivering Projects Focusing On Two Or More Of The Following Areas
    - Customer Value & Strategy - Development of customer driven, value enhancing strategies to drive increased business effectiveness, improved technology utilization, and enhanced positioning to address marketplace forces
    - Business Case Operational Analysis - Execution of comprehensive financial analysis detailing the costs, benefits, and estimated payback period/return of current and planned business and technology customer solutions initiatives, program, and projects.
    - Process & Technology Improvement - Performing of detailed assessments on the effectiveness of 'customer impacting' processes and recommendations to align to corporate goals, market trends. Development,

alignment, and deployment of future state operating model and processes to match organizational strategic goals and vision.

- Experience leading functional or technical teams at client sites on at least two complex full-lifecycle technology project implementations.
- Experience designing and implementing technology-enabled business solutions in client-facing and team leadership roles (e.g. technical lead, functional lead, workstream lead, project manager).
- Strong understanding of CRM process and best practices
- Ability to articulate leading business issues and trends, including the associated technology implications within one or more industries
- Experience defining systems strategy, developing systems requirements, designing and prototyping, testing, training, defining support procedures, and implementing practical business solutions under multiple deadlines.
- Ability to travel to client sites 80-100% of the time
- A Bachelor's degree

Preferred

In addition, successful Senior Consultants will have the following preferred background:

- Ability to work independently and manage multiple task assignments
- Strong oral and written communication skills, including presentation skills (MS Visio, MS PowerPoint)
- Strong problem solving and troubleshooting skills with the ability to exercise mature judgment
- An advanced degree in an area of specialization