



OTT, Inc. is an award-winning Microsoft Partner delivering Customer Relationship Management (CRM) and Enterprise Resource Planning (ERP) solutions and services to small and mid-market businesses based throughout the Upper Midwest. OTT, Inc. is a MPN (Microsoft Partner Network) member, with competencies in Customer Relationship Management, Enterprise Resource Planning, Business Intelligence, Midmarket Solution Provider, and Small Business Specialist.

OTT, Inc. is looking for a talented individual to join our CRM Team as a CRM Business Analyst.

Responsibilities

- ❑ Performs onsite consulting services for implementation projects in the areas of requirements gathering, business process modeling, application and workflow design, configuration and testing, end user training and ongoing support services
- ❑ Performs ongoing support services to existing clients via email/phone support and onsite visits
- ❑ Development and continual refinement of CRM implementation standards and tools
- ❑ Provides sales support when needed:
 - Assist prospective companies in their CRM technology assessment by obtaining information about their business strategies, processes, desired outcomes and critical success factors and evaluate technology tools to enable them to carry out their objectives
 - Present tailored demonstrations of the technology solution
 - Develop client project statements of work
 - Microsoft Dynamics CRM Webinars
- ❑ Participate in the OTT CRM Client Group forum as a presenter/resource
- ❑ Build relationships with key Microsoft representatives at local and national levels
- ❑ Assists in supporting OTT's internal CRM system
- ❑ Participates in Microsoft's Beta Testing Program for Microsoft CRM
- ❑ Maintains a current awareness and understanding of and fully complies with OTT's Mission, Vision and Core Values

Qualifications

- ❑ Bachelor's degree in business, marketing, information technology, accounting, computer science or related degree.
- ❑ 2 - 3 years CRM consulting and industry experience
- ❑ Not for Profit or Medical Device industry experience a plus
- ❑ Certifications pertaining to CRM applications
- ❑ Strong CRM industry and product knowledge with implementation experience
- ❑ Excellent presentation and communication skills targeted to effectively present information to C-level management, public groups and/or board of directors
- ❑ Possesses effective oral and written communication skills with all team members
- ❑ Solid working knowledge of current technologies
- ❑ Excellent organizational skills, attention to quality, self-motivation and a desire to succeed
- ❑ Experience at working both independently and in a team-oriented, collaborative environment
- ❑ Reacts to project adjustments and alterations promptly and efficiently
- ❑ Possess business consulting, project definition, estimating, sales and strategic and tactical planning skills for engagements
- ❑ Strong client service skills
- ❑ Experience with Microsoft Office, Microsoft SQL and operating system environments
- ❑ Microsoft Sharepoint and/or InfoPath experience a plus



OTT-Inc. offers a competitive compensation and employee benefit program including health insurance, life and disability insurance, PTO, Holidays, 401(k); profit sharing and flextime.

Forward resume including salary requirements in confidence to Eric Sheehan, CEO. ESheehan@ott-inc.com