

POSITION DESCRIPTION

Xerox Corporation is a \$22 billion leading global enterprise for business process and document management. Through its broad portfolio of technology and services, Xerox provides the essential back-office support that clears the way for clients to focus on what they do best: their real business. Headquartered in Norwalk, CT, Xerox provides leading edge document technology, services, software and genuine Xerox supplies for graphic communication and office printing environments of any size. Xerox also offers extensive business process outsourcing and IT outsourcing services, including data processing, HR benefits management, finance support, and customer relationship management services for commercial and government organizations worldwide. If you meet the requirements of this position and want to work for a world-class company with a great marketplace reputation, apply today.

Job Title: Client Analyst

Department: Motor Vehicle and Revenue Services (MoVRS)

Location: Phoenix, AZ

Date: June 10, 2013

Basic Purpose:

The Client Analyst is the first and primary contact for assigned clients and their filing communities, handling all facets of customer support for the IFTA (International Fuel Tax Agreement) application. This includes the diagnostic and remedial action determination for user, application, technical, and other issues that affect the assigned client(s) on a daily basis.

May perform one or more of the following duties:

- ***Client Business Requirements Gathering, Analysis & Functional/Technical Specifications*** – The documentation and forwarding of collected information referring to the ongoing requirements, business practices, and legislative changes for assigned clients. Perform the analysis, review, and functional/technical design and specifications of new features requested by assigned clients as well as new system-wide functionality. Plan and direct schedules as needed, and may monitor budget/spending.
- ***Manage Client Relations*** – Ensure that the client is fully aware and current regarding all issues that are of concern to them by providing clear, concise information regarding the IFTA application. Further ensure that management is fully aware of all important client issues. Ensure that the ongoing client relationship is amiable and productive. Responsible for coordinating the delivery of professional services to customers.
- ***Client Education & Training*** – Ensure that the client is sufficiently educated in the IFTA. Acquire the knowledge necessary to support clients by providing clear, concise, and accurate information upon request. Provide system training to clients in the use of the application, the ad hoc report writer (Discoverer), and other applications on an as needed basis. Also provide web-based training sessions (webinars) to the filing community when required.
- ***System Testing*** – Directly apply knowledge of IFTA in order to accurately perform DEV/QA/UAT/Production testing in accordance with predetermined quality standards. Follow designated testing procedures when available. Develop formal test plans/scripts in order to duplicate problem(s) as outlined in the work log system or Business Area Analysis (BAA) document. Work with development on integration test plans if required, and on acceptance test plans for use by clients.

- **Daily Operations** – Monitor projects from initiation through delivery. Organize interdepartmental activities ensuring completion of the project on schedule and within budget constraints. Responsibilities include the overall planning, organizing, directing, controlling and delivery of all projects prioritized in alignment with the client's expectations and business needs. Perform the control and tracking required to ensure that all daily client operations are performed successfully. Accurately enter, update, and monitor the client work log system in order to identify client issues requiring resolution. Perform the diagnosis of, then schedule and implement, any error correction required. Ensure the control and tracking of all processing deliverables, which includes the scheduling of these deliverables. Perform and control the table/profile maintenance required to ensure client specific processing rules and functional requirements are satisfied.
- **User Functions & Site Travel** – Represent Xerox at conferences, user meetings, and trade shows as needed. Give oral presentations as required, utilizing PowerPoint, an LCD, handouts, etc. Conduct one-on-one meetings with assigned jurisdictions to resolve all problems/issues as well as provide an accurate account status. Provide on-site client support, training, or relational visits to assigned clients on at least an annual basis. Travel requirements can fluctuate, but analysts should plan on at least one (1) trip per quarter.
- **Documentation** – Document functionality that has been implemented to assigned clients, and update any user reference material (user manual, reports manual, etc.) with the new functionality.
- **Technical / Client Support** – Support assigned clients' technical environments, including sign-on, printing, and general system access problems. Act as the primary facilitator between the client and other technical agencies/entities when problems accessing and processing within the application occurs. Client support may include after hours, weekends, and on call. Mobile phones and connectivity from home are necessary to provide this support.
- **Product Installation** – Participate in or lead cross-functional teams focused on the delivery of new or existing projects. Ensures the ongoing process/system capability associated with projects and manages any changes required to meet or exceed the expectations established in project designs. Assist Product Owners in installing IFTA application(s) in new client jurisdictions. Work on creating the BAA, test scripts, training program, etc. This may involve an extended onsite presence at various points throughout the project life cycle.
- **Proposal Writing** – Participate as a member of proposal writing teams to respond to Requests for Proposals (RFPs) from potential new or existing clients. This includes but is not limited to: drafting of assigned sections of proposal responses within assigned time frames, providing editing and content reviews via a "Red Team" review, gathering of information and statistics, and other activities as assigned by the Proposal Manager.

Necessary Skill Sets

- Ability to analyze, define, and document project requirements and business processes.
- Successfully engage in multiple initiatives simultaneously.
- Strong analytical and product management skills required, including a thorough understanding of how to interpret customer business needs and translate them into application and operational requirements.
- Excellent verbal and written communication skills and the ability to interact professionally with a diverse group, executives, managers, and subject matter experts.

Xerox Business Services, LLC is an Equal Opportunity Employer and considers applicants for all positions without regard to race, color, creed, religion, ancestry, national origin, age, gender identity, sex, marital status, sexual orientation, physical or mental disability, use of a guide dog or service animal, military/veteran status, citizenship status, basis of genetic information, or any other group protected by Federal or State law or local ordinance. People with disabilities who need a reasonable accommodation to apply or compete for employment with Xerox Business Services, LLC may request such accommodation(s) by calling 1-866-419-2226 or by sending an e-mail to accommodations@xerox.com.