

## **Head of EPM Managed Services**

We are looking for a long-term support EPM consultant to head up our Managed Services Division at Futuresense.

For over two decades, Futuresense has helped CFOs to manage current uncertainty and risk, and confidently implement a framework that allows future scenarios to be explored.

Our Mission is to have a team of the best EPM specialists in the world supporting and working on a marquee of projects. Futuresense is a place where like-minded people come together to do amazing work. Everyone is able to build a career within a team that is able to apply its skills anywhere in the world.

### **Our Head of Managed Services will be responsible for the following:**

- Oversee the full helpdesk process to ensure that it is reliable and resource capacity is managed accordingly to ensure the SLA deliverables are met.
- Assist the various specialist client consultants to support our client base
- Provide Level 1 support for PBCS, NR, and OneStream.
- Provide level 1-3 support where possible for the key products HFM and FCC.
- Develop FAQ documents and help guides to speed up response times.
- Work with the Sales Director (Nicole) to make the service contracts more efficient and manageable on Freshdesk.
- Grow the Freshdesk Application offering to improve service level initiatives and business development within the support client base.
- Provide input into application roadmap activities such as upgrades or new software evaluation.
- This person will need to stay engaged in the latest software developments, patches, and trends of the EPM key products.
- The support team will report to this role.

### **Skills Required:**

- 5+ years of EPM application experience specifically Oracle HFM and FCC skills.
- Experience in Oracle Cloud Planning and Narrative Reporting and OneStream, but not a requirement.
- Problem solver.
- Good communication skills.

- Need to have expertise in both business and financial processes as well as some IT knowledge to help reduce the tickets from being escalated to the specialist agent and speed up response times.

**If you have a good customer service attitude and enjoy consistent stable work that involves engaging with clients and want to have a broader knowledge of all the EPM products, then this role is for you.**

#### **What's in it for you?**

- Structured career development – Our team of industry experts are here to support and work with you to explore your potential and your goals
- Flexibility – We're outcomes-based, so you will be splitting your time between the office, clients, and home
- Competitive remuneration
- Additional benefits – including medical aid contributions, pension

#### **We want you!**

Futuresense is a niche business consultancy offering tailored EPM solutions across Africa and Europe focusing on Oracle and OneStream.

We empower finance teams with a trusted system and accurate numbers that provide critical information and deep insights into their business, allowing them to proactively meet the organization's financial objectives.

"Every day at the office is like hanging out with close friends with a bit of work in between. No, I'm just kidding! The culture is great, the clients are friendly and helpful, and I'm able to grow myself in various avenues." Allison, EPM Consultant.

Discover a world of opportunity in an EPM role at Futuresense.

**Apply to join Futuresense today!**