



## Kronos (UKG) Dimensions Applications Engineer

### Location

Boston, MA (Remote)

### Compensation

\$90,000 to \$110,000 Annually

### Benefits Offered

401K, Dental, Life, Medical, Vision

### Employment Type

#### Full-Time

Prime Care Technologies is looking for a UKG **Dimensions** Application Engineer to join our team. This is a full time, fully remote, employee/employer, as opposed to contractor position, that will only require you to travel to our home office just outside of Atlanta, 2 to 3 times per year. Although we would *prefer* someone who is already Dimensions certified, we are happy to consider those without certifications but with Dimension implementation and configuration experience.

#### POSITION SUMMARY:

This position is responsible for providing project management, support and resolution related to implementing and configuring UKG Dimensions for PCT clients. The UKG Dimensions Consultant serves as primary and secondary escalation contact in project managing and assisting both PCT team members and customers to effectively identifying issues and to resolve end user UKG Dimensions implementation and technical issues.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Functions as a customer's single point of contact for technology related considerations and acts as a liaison between customer and UKG;
- Advises, mentors, and guides customer throughout implementation and adoption;
- Engages with the customer's technical teams and Technology Partners to assist with network infrastructure assessment, customer access methods;
- Builds the technical components based on the agreed upon processes and procedures;
- Ensures optimal performance of the UKG application and escalates any issues;
- Utilizes their industry experience and domain knowledge to guide and facilitate discussions resulting in an in-depth analysis of customer requirements and business structure;
- Responsible for collecting and interpreting the business requirements for the project using a consultative approach;
- Develops the solution by persona, based on customer requirements;
- Unit tests the configuration and ensures any failed testing issues are documented and addressed quickly;
- Collaborates with the Customer PM to align the desired project outcomes, producing key results related to the customer's critical business needs;
- Facilitates business process dialogue and ensures the UKG solution will meet the customer success criteria;
- Monitors the project throughout its life cycle – including scope management, change control, issue management, risk management, quality management, resource management

- communication management, financial management and schedule management;
- Provides regular project status updates on the items above via the UKG Smartsheet, which includes, amongst other items, the Project Dashboard, Schedule, Timeline, Issues Log, Risk Management Log, Communication Plan and a Change Request Log;
- Ensures change requests, risks, issues, or concerns are communicated to the Customer Project Manager or customer executive sponsor and escalated as necessary;
- Using system analysis techniques responds to UKG Dimensions application issues for end users. Identifies problems and coordinates appropriate corrective action;
- Consults with users to determine system functional specifications;
- Coordinates plans and executes upgrades as needed, proposing upgrade paths;
- Provides effective end user support and issue resolution via emails, phone calls, etc.;
- May serve as pre-sales consultant to ensure an appropriate level of installation and training requirements are communicated to the customer;
- Performs pre-sales analysis, application implementation and ongoing support and software configuration;
- Collects detailed information and exercises sound professional and technical analysis to document issue or request and determine the most effective method of resolution;
- Provide technical support on UKG Dimensions initiatives;
- Participate in Business Solutions projects gathering timekeeping requirements and creating appropriate design documents to implement requirements;
- Ensure that designs are appropriately implemented into the UKG environment;
- Keeping abreast of evolving UKG features and functions and proposing how these features and functions can be used in current and future implementations;
- Manage UKG components of payroll initiatives;
- Acts a Customer Success Manager for UKG only customers to include assisting with upselling UKG modules and PCT services;
- Promote knowledge transfer to influence positive change and strengthen the team's performance;
- Stay abreast of the latest technology trends; and
- Other duties as assigned.

#### **MINIMUM QUALIFICATIONS (EDUCATION, EXPERIENCE, SKILLS AND ABILITIES)**

- 3+ years' experience configuring one of more UKG Dimensions modules (Timekeeper/Accruals/Leave/Attendance/Attestation/Advanced Scheduler) from scratch.
- Knowledge and background with UKG.
- Knowledge of time and attendance processes – employee imports, shift differentials, pay rules, and weighted overtime.
- Knowledge of time and attendance programming tools.
- Basic knowledge of HR/Payroll and able to interface solutions.
- Able to conduct analysis, set up and support organizations on multiple platforms.
- Bachelor's degree in related field or equivalent combination of training, education, and prior job experience that would provide the required skills and abilities to support the UKG application and its various modules.
- Exceptional customer service skills with expertise in troubleshooting, diagnosing and solving computer related problems.
- Self-directed, able to prioritize and effectively handle multiple service requests
- Excellent organizational, time management, written and verbal communication skills.
- Proficient technical knowledge of MS-Windows operating system and MS Office suite
- The ability to work quickly and accurately in a shared community environment.
- Ability to complete multiple tasks with minimal direction.
- Ability to listen and analyze customer needs.
- Ability to interact with end-users, Vendors, and Client IT departments.
- Presents a positive image that reflects well on the organization