



JOB DESCRIPTION FOR PROCESS ENGINEER

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Job ID: 20090224-1
Posting Title: Senior Process Engineer Consultant
Company: Point Guard Solutions, LLC.
Country: USA
Work Location: Raleigh or New York City Metro Area
Job Type: Full Time
Employment Type: Permanent

Job Description Summary

Our process engineers are responsible for leading our customer's process improvement projects.

As a Point Guard Solutions Process Engineer Consultant, you will develop new process designs or process improvements that can be implemented globally.

The engineer will also be responsible for training and assisting our customers to use of best practice framework such as ITIL and Six Sigma to define process improvement projects. The process improvement projects will drive quality and cost improvements of our customer's business and IT enterprise management processes.

In addition to developing solutions, the engineer will be responsible for identifying key quality improvement opportunities through the use of best practices such ITIL, ISO20000, Six Sigma and Lean.

Define, measure and execute process improvement projects using the best practices such as ITIL and Lean Six Sigma methodologies as project leader.

Identify improvement opportunities for future projects. Identify needs and propose recommendations to improve quality, efficiency, productivity, and customer satisfaction.

Main Skills:

Minimum Education Required

- Bachelor's Degree in Information Systems or related field

Preferred Level:

- Advanced Degree in Information Systems

Minimum Experience Required:

- 3-5 years process engineering experience
- Extensive data analysis experience
- Design of Experiment experience
- Quality improvement experience and understanding of end-to-end IT and Business processes

Preferred Level:

- 5-7 years engineering experience
- 3-5 years in a quality improvement role

Minimum Skills Required:

- Good communication and leadership skills
- Technical and analytical aptitude

Preferred Level:

- ITIL certification
- Strong communication and presentation skills
- Ability to mentor project leads
- Six Sigma Certified Black Belt or ITILv3 Certification
- Programming experience in any of the process optimization tools such as: Oracle BPEL, Tibco, or Serena TeamTrack.