

Software Implementation Specialist

The Software Implementation Specialist (IS) creates and executes the initial phases of the delivery of our software to new clients. They provide new clients with a seamless software/system implementation and establish the basis for a long term business relationship. The IS is responsible for training the new client's key members on our system, making sure they understand our software and introducing them to the company's Account Manager assigned to their team, during the launch process.

Responsibilities:

- Identifies resources needed and assigns individual responsibilities.
- Advises management of the status of all ongoing projects with new clients.
- Manages day-to-day operational aspects (including the Programming team) of a project in its implementation phase.
- Tracks and reports the hours spent with each new client on a weekly basis.
- Identifies business development and "add-on" sales opportunities as they relate to a specific project.
- Assists Account Manager/ Sales with proposal efforts including completing project scoping.
- Effectively conveys our message in both written and verbal business development discussions.
- Effectively communicates relevant project information to superiors.
- Delivers engaging, informative, well-organized presentations.
- Resolves and/or escalates issues in a timely fashion.
- Understands how to communicate difficult/sensitive information tactfully.

Abilities Needed:

- Must be highly organized and detailed oriented.
- Strong understanding of technology concepts is a must.
- Possesses general understanding in the areas of application programming, database and system design.
- Understands Internet, Intranet, Extranet and client/server architectures.
- Work experience in client support and project management roles, preferably in the software or other high-tech industry is preferred. Industry (direct sales) experience is desired.
- Bilingual (Spanish) is a plus.

If you are able to fulfill these requirements and have the desired abilities, please send us your resume.