

**POSITION DESCRIPTION****Software Implementation Specialist**

Reports to: Director of Product

Position Summary/Objective: Represent Product, working alongside Sales, Customer Success team(s) and the customer during the discovery and proposal phase to design a solution that meets the customer requirements. You will then build, monitor, and support the implementation process, ensuring smooth and efficient onboarding for the customer. The successful candidate will need adaptability, ingenuity, and flexibility in addition to being the SME on existing features and functionality of the ITS product suite.

Expectations:

- A. Be the SME for ITS existing product suite in the sales process.
- B. Contribute feedback for potential product enhancements based on observed customer interaction with ITS products.
- C. Proactively update product knowledge as new features and functionality are released.
- D. Quickly adapt to changes in processes and products.
- E. Up to 40% travel

Summary of Responsibilities:

- Support the sales process in prospective and existing customer meetings by providing guided demos that align the customer's needs to the ITS product suite.
- Supporting the sales process with all technical-related queries.
- Conduct client discovery calls.
- Manage technical aspects of RFP / RFI responses.
- Assist cross-functional team in documenting client requirements.
- Create and deliver technical demonstrations that clearly explain our products.
- Build Proof of Concepts (POCs) using customer/realistic data which articulates the value proposition of ITS.
- Data migration and/or system integrations
- Create and/or contribute to implementation plans.



- Lead implementation process and provide customer success teams with SME consulting and advice.
- Work cross-functionally to mitigate risks and resolve issues during implementation.
- Train and consult with clients beyond the sale.
- Build and maintain customer relationships, to make each implementation successful for both the client and ITS.
- Collect and document competitive intelligence.

Qualifications / Experience:

1. Bachelor's degree in management, business, Computer Science, or related field preferred or 5+ years' experience in related field.
2. 3- 5 years as an implementation consultant/manager in software or information services.
3. 1+ years sales and customer service experience.
4. Experience in the submission of responses to RFP/ RFI

Skills:

- Experience in a technical pre-sale, implementation, business technology partner, or technical account manager role.
- Strong Stakeholder Engagement - the ability to work closely with senior individuals both internally and externally.
- Strong analytical, root-cause analysis, problem solving and conflict resolution skills.
- Excellent interpersonal and communication skills, and you're able to interact with stakeholders at all levels.
- Customer oriented and able to meet deadlines in a friendly and professional manner.
- Consistent solid performance and great teamwork, along with adaptability, ingenuity, candor, and flexibility are critical as this role requires an individual who can perform a wide range of tasks.
- Demonstrated ability to act as a servant leader to ensure the success of the product implementation and team effectiveness.

Traits:

- Logical – Makes data-informed decisions regarding priorities.
- Active – Go getter, always making things happen.
- Persistent – Doesn't give up.



- Enthusiastic - Know what you're talking about and like what you're selling.
- Experimental – Out of the box thinking, willing to try something new.
- Intuitive – Know what someone needs or wants without direct input.
- Analytical – Able to see what needs to be done in a situation with or without information.

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.