



Implementation Analyst

Department:	Implementation
Reports to:	Vice President of Customer Success

Job summary

If you're ready to close the chapter on your local government career and seek a new opportunity, we would love to talk to you! We offer the opportunity to use your unique local government experience, coupled with your knowledge of local government finance, payroll, and/or utility billing, to make a difference in the lives of your peers. Relocation is not a requirement to work for Software Solutions.

The Implementation Analyst is responsible for providing software application support during an implementation project. Support services include both tasks performed onsite with the customer and offsite at the company's headquarters. The Implementation Analyst will assist in the project management efforts, as well as setup, configuration, and support associated with implementing the Visual Intelligence Portfolio Suite of products. The Implementation Analyst will educate customers on software products through various training methods and utilize necessary resources to resolve problems in order to ensure satisfactory completion of each project and assist in the development of written and video documentation. The Implementation Analyst will also work alongside internal parties (e.g., Vice President of Customer Success, Implementation Project Manager, Implementation Consultant, Conversion Team, Sales, Development Team, Systems Integration, and Support) to deliver project services.

Summary of Essential Job Functions

1. Support consultation on the use of Visual Intelligence Suite of products
 - Provide product recommendations and configurations
 - Provide technical expertise for integrations
 - Develop technical solutions
 - Ensure proactive communication to clients and internal staff
 - Manage enhancement requirements and escalations
 - Ability to understand simple to complex business requirements and design a technical solution to meet those needs.
2. Provide on-site, classroom, and online training
 - Deliver onsite, digital, or event education and train on Visual Intelligence Suite products to individual, or groups, of customers.
 - Ability to prepare, coordinate, document, and deliver customer work sessions in a variety of customer-interface situations (e.g., onsite, digital, or event).
 - Collaborate with Implementation Team within defined project process to streamline delivery and optimize customer interface.

- Ensure customer satisfaction by evaluating delivery to enhance future customer experience.
3. Process evaluation and configuration analysis
 - Assist in the identification and analysis of user requirements and to provide advice on how the Visual Intelligence Suite of products can be used to meet user requirements.
 - Identify customer challenges and potential for product enhancement opportunities; project risk assessment; or customer change management needs.
 - Coordinate with the customer to identify required roles and manage the configuration of the Visual Intelligence Suite of products database.
 - All analysis and implementation notes will be recorded as written documentation in project management software.
 4. Implementation
 - Support the implementation of the Visual Intelligence Suite of products software, the Implementation Analyst will serve as first-tier project point-of-contact to support and execute the implementation project lifecycle which include discovery, planning, design, configuration, deployment and client management responsibilities until transition to support.
 - Will coordinate with third party vendors to ensure project success.
 5. Documentation
 - Create written and video documentation on behalf of customers for all modules.
 - Assist the Implementation Project Manager in creation, maintenance, and review of product documentation for customer distribution.
 6. Complete all internal administrative duties in a timely manner.
 - Update project software with implementation information and time spent on/off projects.
 - Complete expense reports weekly.

Education and/or Professional Experience

One or more of the following:

- 4-year degree in a business-related field, preferably Accounting, Finance, Business Administration and Management, or Public Administration
- Professional experience in accounting, payroll, utility billing, local government, implementation, or project management.
- Excellent communication, project management, and customer service skills.

Abilities Required

- Team-oriented
- Emergent leader
- Self-motivated
- Analytical
- Problem solver
- Customer service and detail oriented
- Organization and project management skills
- Minor travel to customer sites, overnight possible
- Proficient in computer skills with ability to setup training equipment and web sessions
- Must be able to see and hear, read, and write.

- Requires adaptability, analyzing, assessing, calculating, decision making, dependability, good judgment, reading, memorizing, social skills, speaking, stress control.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Software Solutions is an Equal Opportunity Employer. This company does not and will not discriminate in employment and personnel practices on the basis of race, sex, age, handicap, religion, national origin or any other basis prohibited by applicable law. Hiring, transferring and promotion practices are performed without regard to the above listed items.

Send resume to: hr@mysoftwaresolutions.com