

Position: Implementation Specialist
FLSA: Full Time | Exempt
Reports to: Director of Implementation

JOB DESCRIPTION

Summary

In this role, the Implementation Specialist will not only be an individual contributor but also collaborate on less complex implementations. The Implementation Specialist should be able to successfully manage the following responsibilities:

Position Essential Functions

- A high degree of initiative, creativity, and troubleshooting skills
- Coordinate new implementations and promotions.
- Coordinate with team member(s) on integration projects.
- Apply principles, processes and tools of quality management to work.
- Actively participate in a Scrum team that focuses on delivering customer implementations.

Requirements

- 1-3 years' experience coordinating and executing medium sized projects.
- Experience with detailed customer interactions
- Experience with smaller scale partner integrations
- Ability to handle smaller implementation projects
- Project leadership
- Strong organizational skills
- Experience working in an Agile-based environment
- Strong verbal and written skills
- Experience with data exchange procedures
- Experience with JIRA or a similar Agile based planning tool
- Must be coachable

Educational Requirement

- Associates degree or higher

Physical Requirements

- Standing or sitting for extended periods is common. Hearing and vision within normal ranges is important for conversations
- Ability to communicate orally with management and other co-workers
- Good manual dexterity for the use of common office equipment

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice. To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential job functions.