Software Implementation Specialist

Job Description:

Do you want to be part of a brand new team full of extraordinary experts and take part in starting up our business presence Worldwide? Are you ready to play a key role in JobCTRL®'s life? If so, then we want to talk to you.

As a Software Implementation Specialist, it would be your responsibility to handle the end-to-end configuration of JobCTRL® for new clients. You will work closely with our Sales Team and clients by getting the complete business requirements from them, and configure JobCTRL® to meet the clients' business needs. The ideal candidates have a strong background in configuring business software applications, can handle multiple implementations/configurations at one time, and enjoy working in an enthusiastic team with a positive attitude.

The job's main aim is to ensure a smooth and easy JobCTRL® on-boarding experience for our clients.

IMPLEMENTATION & DEPLOYMENT

> Setting up the organizational structure, registering employees, creating rules, creating company specific settings etc.,
> Manage multiple implementations of small, medium and large size clients within the time allotted for each project.

PROCESS ANALYSIS

> Oversees the clients' processes, workflows, used tools before for the configuration of JobCTRL®,
> Defines the best configuration of JobCTRL® as per the clients' business needs.

CONSULTANCY

> Proactively contacts clients during the implementation process to assess their satisfaction,
> Provide continuous consultancy and process improvement advisory services for the clients,

- ⟩ Manage all configuration communications externally and internally.

SUPPORT

- ⟩ Supporting the sales team in technical questions, taking part in client meetings occasionally,
- ⟩ Provide in-depth technical support for customer service delivery via telephone, written correspondence, or electronic service regarding technically complex problems.

Maintain strong working knowledge of JobCTRL® and upcoming releases.

Take proactive ownership in identifying and recommending product improvements based on key data points.

Any other ad – hoc duties as required or assigned.

Desired Skills and Experience

Preferred Qualifications and Experiences:

- ⟩ 2+ years of implementation and configuration experience with any business software (hosted and cloud-based too),
- ⟩ Ability to handle multiple implementations/configurations at one time,
- ⟩ Ability to adapt to new things quickly,
- ⟩ Ability to size up and see through back office processes (process analysis),
- ⟩ Excellent analytic thinking skills,
- ⟩ Proficient in the use of Windows operating systems and Windows based software environments,
- ⟩ Confident usage of regular expressions,
- ⟩ General JavaScript knowledge,
- ⟩ Proficient in the use of Excel (Pivot tables),
- ⟩ The ability/willingness to travel.

Preferred Additional Skills:

- ⟩ Good communication skills,
- ⟩ Good attention to detail and accuracy with input,
- ⟩ Works well under pressure and to deadlines,
- ⟩ Experience of working at an international company
- ⟩ Good written/spoken English knowledge.

About this company

JobCTRL® Inc. is an innovative software developer company with offices in Europe and the US. Its flagship product – JobCTRL® – is a highly innovative resource planning and productivity management solution. It has already proved in several business sectors among market leading companies (e.g. Aegon, Telenor, T-Group. etc.) in the EU. Its steadily growing market share proves that JobCTRL® innovatively address real efficiency problems and its patent protected solution can successfully satisfy a real market demand.

JobCTRL® has committed to international growth and is looking forward to building recognizable local presence Worldwide to develop firm positions.