



Implementation Specialist

Full-time (40 hours; 5 days/week)

Exempt

Remote work

Reports to: VP of Product Management

A dedicated, technically skilled candidate with excellent interpersonal skills to deliver customer training and ensure customer retention. This role involves creating project plans, ensuring on-time plugin installation and training, and delivering top-notch customer service.

Success in this role will be demonstrated by maintaining plugin knowledge, following implementation practices, providing quality responses to customer queries in a timely manner, shifting as necessary to address customer needs, maintaining expected ticket volume and closure rate, and being passionate about customer service.

In this fast paced, customer-facing position, professional written and oral communication is a priority. Maintaining clear and concise documentation required for each job responsibility. A candidate that is a motivated leader with strong organizational and prioritization ability will excel in this role.

Responsibilities:

- Point of Contact for Implementation Customers
 - Install plugins and educate customers on accessing the newest versions, security settings, and how to submit Support tickets
 - Demonstrate how purchased plugins work on webinar trainings
 - Answer customer questions related to implementation
 - Ensure customer satisfaction with the purchase
 - Consistently increase knowledge of plugins
 - Maintain and update customer accounts
 - Share customer feedback so that products and services can be improved
 - Respect customer confidentiality at all times
 - Create new video tutorials associated to new features of a plugin
 - Troubleshoot, report, and document Implementation issues

Required Qualifications:

- Prior experience in PowerSchool support or administration
- Knowledge of MBA Plugins
- Competent technical skills
- Proficient in Windows/Mac OS
- Experience with remote desktop applications and help desk software
- Excellent written and oral communication skills
- Ability to effectively communicate complex information
- Analytical and critical thinking
- Keen attention to detail
- Problem-solving aptitude
- Ability to work under pressure
- Strong emphasis on organizational skills
- Ability to work on a team and individually with minimal supervision
- Work on multiple projects simultaneously while meeting tight deadlines
- Positive attitude and the ability to build relationships with clients
- Flexibility to work irregular hours, when required
- Must be able to sit for long periods of time