Implementation Specialist Job Description

Your Job:

Your job is delivering amazing customer service each and every day. You strive to provide extraordinary service. You go above and beyond the call of duty to delight our customers. You engage all resources to ensure customers will implement our software on time and on budget.

This is an interesting job:

You love working with customers from the sales cycle all the way through to go-live and post implementation review and support. You are the trusted customer advisor.

You love understanding what the customer's current business processes are, their issues and their challenges. You help map and improve customer business processes to best take advantage of the new software systems. You love taking on tough complex projects and managing from inception to successful rollout. You love taking care of customers, showing them new ways, helping them to understand the software and benefits. No customer is too small.

You don't get too stressed out when you have to juggle too many balls at the same time. You love talking with people from all over the world. You're not afraid of technology or to learn new things or new ways of doing business.

You understand the upstream and downstream impact of business decisions on business processes and how to best configure and implement our software. You are proactive in anticipating and resolving problems. You are a great project manager.

You are continually learning new skills and knowledge. You don't mind helping others wherever needed whether it's in sales, marketing or product management. You take ownership, initiative and pride in your work. You are the voice of the customer to the company.

Your responsibilities include:

- Lead or support all aspects of customer implementations
- Define detail project implementation plans
- Serve as the lead contact for daily customer interaction and implementation activities
- Coach and prepare customers for successful rollouts of the applications. Ensure effective transfer of information learned in training to the work environment.
- Diagnosis, research and analyze customer issues and requests
- Develop, track and report key implementation progress metrics
- Prioritizing and escalating issues when needed and keeping customers informed of progress. Develop and maintain implementation best practices, document procedures, standards, best practices, configuration settings and sequences
- Work with third-party vendors when issues traverse multiple systems
- Assist with data conversions
- Identify gaps in functionality and work with product management to enhance our products
- Participate in enhancement creation, release and change management activities
- Create and update product and training documentation
- Support sales team during selling and discovery process
- Develop, scope and estimate implementation projects with the Sales Team

- Learning new releases and functionality in preparation for the next implementation.

It's essential you have these skills:

- A great communicator. You communicate in a professional and personable manner. You're not afraid to work with product managers, engineers and executives.
- Team Player. You love being the coordinator, go between and referee when needed.
- Best practices. You are always looking for ways to make things better, faster and more streamlined – both for customers and internally.
- You love working with customers to come up with ways to improve the software to make their life better. You can articulate the business value and impact of why this improvement or enhancement is justified.
- Strong analytical, problem solving and organizational skills.
- Computer skills – all the critical basics.

It's great if you already have these skills or you'd really love to learn them:

- **Industry knowledge.** Experience with fleet management in the construction, crane, rigging, equipment dealership or equipment rental industries.
- **Fleet Cost & Care NexGen and Atom Products.** Experience with our products is a big plus.
- **Sage and Microsoft ERP and CRM Software.** Many of our customers use or implement these systems.
- **Salesforce.** We use Salesforce for customer support.
- **Technical**. Microsoft SQL.

Read this before you apply:

We are a privately-owned software company. You will treat the company and customers like they are yours. You must be willing to:

- Work overtime and holidays as requested
- Work with a wide variety of cultures
- Be available on an on-call basis after-hours by mobile phone
- Travel anywhere from 25 to 75%, when needed.

How to get this job: Send your application to billh@fleetcostcare.com. We want to see a great cover letter, resume and anything else you want to show us.

Location: Negotiable**.**

A little about us:

For over 20 years, Fleet Cost & Care (FCC) has been a leader in software development, training and support products designed for fleet management in the construction, crane, rigging, equipment dealership and equipment rental industries. FCC is affiliated with JJ Curran Crane Company and benefits from 65 plus years of experience fleet ownership. FCC is utilized world-wide by top companies throughout the industry.

Fleet Cost & Care proudly offers the NexGen Fleet Management System (NexGen FMS) and NexGen Atom. In addition, Fleet Cost & Care is a Sage certified partner.