

System Automation Corporation Software Implementation Specialist Position Description

Reports to: Application Delivery Manager

Location: Columbia, Maryland

Career track: This position is on a track to become a project manager, developer, or customer service specialist.

Position summary: Configures, implements, and demonstrates System Automation's software products to administrators and end-users. The implementation cycle includes requirements validation, internal testing, and guiding clients through user-acceptance to go-live status.

Compensation: Base salary commensurate with experience.

Key Responsibilities

- Configures and implements all MyLicense products with minimal supervision
- Trains users on MyLicense software
- Analyzes both the system's and user's requirements / needs and acts in a troubleshooter capacity
- Participates in gathering requirements, specifications, and provides input during enhancement reviews
- Interfaces and deals with clients via email and phone, providing top-notch customer service

Knowledge, Skills and Abilities

- Ability to debug simple network issues
- Demonstrated ability to communicate technical information to non-technical professionals
- Desired: knowledge of SQL server database or other relational database structures
- Desired: familiarity with data conversion
- Desired: working knowledge of HTML, CSS, JavaScript
- Excellent interpersonal skills
- Demonstrated effective public speaking and/or presentation skills
- Excellent verbal communication and feedback skills: Ability to give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
- Demonstrated analytical, troubleshooting, and problem-solving skills
- Demonstrated ability of providing superlative customer service
- Ability to act as a champion for a corporate culture of product and customer satisfaction
- Professional, positive and enthusiastic attitude
- Ability to work alone or in groups with some direction
- Ability to manage multiple tasks for multiple projects

- Ability to perform quality work within deadlines
- Ability to travel 75% of the time

Qualifications

- High-school diploma
- At least two years' experience in a technical role
- Experience with configuration of proprietary software

About the Company

Located in Columbia, Maryland, System Automation Corp. (SA) is one of the nation's leading providers of regulatory management software and services to government and private-sector organizations. SA exists to automate regulatory compliance and deliver a great customer experience. We believe that empowering our clients to address regulatory challenges is an important part of protecting the general public and making the world a better place.

Our values inspire us to provide a great customer experience:

- Respect
- Accountability
- Integrity
- Honesty
- Empathy
- Responsiveness

To apply for this position, please submit a cover letter and resume to resumes@systemautomation.com