

Implementation Specialist

eaglerecorder

Job Description

Name of Employee:	
Job Category:	Implementation Specialist
Reports to:	Product Manager
Minimum Requirements:	<ul style="list-style-type: none">• Ability to operate Microsoft Operating Systems• Ability to operate Microsoft Office products• Excellent oral and written communication skills• Ability to interact in a professional manner with colleagues and clients• Sixty percent-plus travel availability
Preferred Knowledge/Accreditation:	<ul style="list-style-type: none">• Bachelors degree with major or minor in Information Systems or equivalent work experience• Domain knowledge of the document recording industry (County Government - Clerk and/or Recorder/Register Offices)• Familiarity with PC-hardware peripherals• Possess general knowledge and aptitude to learn new software applications• Experience with content management systems

General Responsibilities	<ul style="list-style-type: none"> • Self-manage time and tasks as assigned and take initiative to meet companies' objectives • Accountable for project tasks as assigned to ensure client satisfactions and deliver of all project components
Specific Responsibilities	<ul style="list-style-type: none"> • Manage and assume accountability for all aspects of projects related to delivery of client software and services including: <ul style="list-style-type: none"> ❖ Planning and tracking all project activity ❖ Manage scope, time and cost to meet client commitments ❖ Manage the quality of team deliverables ❖ Report status and issues ❖ Identify and manage risks; overcome project obstacles • <u>The primary responsibility of this role is to stage all aspects of software application for upgrading existing clients and converting new clients</u> • Test and stage all aspects of software application for upgrading existing clients and converting new clients • Troubleshoot software bugs and communicate bug reports and enhancements per company protocol • Provide application training • Execute project tasks as necessary • Act as a client liaison and representative communicating client feedback to appropriate Tyler representatives; act in a manner to resolve outstanding issue on behalf of client in a timely manner.