



IMPLEMENTATION SPECIALIST (12 MONTH-TERM)

FINANCIAL SOFTWARE

Job Summary: Vadim Software is seeking a highly motivated Implementation Specialist to assist with the rollout of Vadim *iCity* Enterprise software. This position involves on-site consulting, implementation, and training of Vadim Municipal & Financial software. This position requires extensive travel, in excess of 20 weeks per year, at various client sites throughout Canada and the U.S. The position is a 12 month-term position based in Kelowna, British Columbia.

Duties & Responsibilities:

- Gain proficiency in Vadim software modules and understanding of partner software
- Achieve billable services targets
- Responsible for implementation of Vadim *iCity* Enterprise software at various client sites throughout Canada and the U.S.
- Travel to client sites, train and implement Vadim *iCity* Enterprise software; including conversion and conversion analysis, pre-implementation planning and customer service.
- Maintain satisfied and referenceable clients throughout the process.
- Lead the implementation process and liaise with the client for the duration of the implementation, in conjunction with the Project Manager and other team members.
- Train clients and other employees on how to use the Vadim *iCity* Enterprise software.
- Respond to software support calls/emails from clients, analyze the source problem, and present a solution.
- Configure and participate in product demonstrations.
- Provide feedback to assist in the research and development of Vadim's products with respect to new modules, enhancements and/or improvement of existing modules.
- Test and document the function of new fields and programs added to the modules then document the test results.
- Prepare appropriate services documentation as defined in the Vadim Implementation and Training methodologies.
- Prepare, edit and/or update documentation and manuals with respect to Vadim's products and services.

Education & Experience Required:

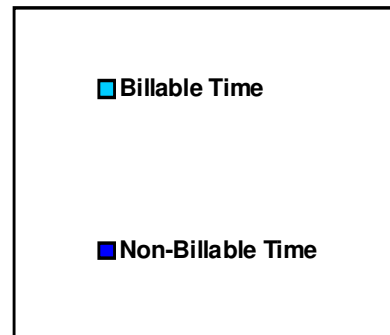
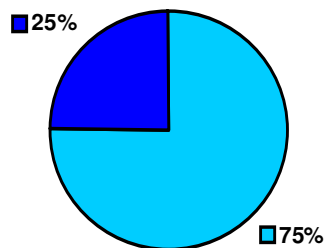
- Degree, Diploma or equivalent experience in Accounting and/or Computer Science, or related fields.
- Experience coordinating implementation projects/team (an asset).
- Consulting and/or training experience.
- Strong knowledge of Accounting Principles ("GAAP"), and practices.
- Experience with municipal and/or financial systems
- HR/Payroll, Utilities or Property Taxes expertise desirable
- Experience in Windows based operating systems and programs.
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint and Outlook)

- 2 – 5 years of teaching, consulting, help desk or related experience.
- Knowledge/experience of database (e.g. Oracle, MS Access, SQL)
- Knowledge/experience of operating systems (e.g. DOS, MS Windows)
- Exposure to other protocols, communication and methodology standards (an asset).

Skills Required:

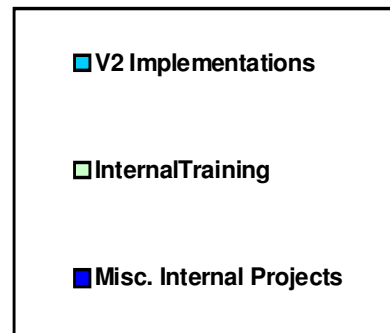
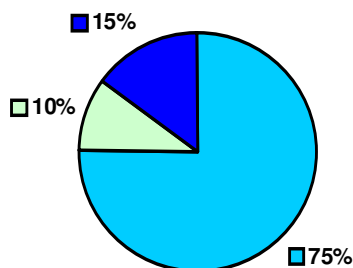
- Highly motivated with strong analytical skills.
- Strong team player.
- Outstanding interpersonal and communication skills.
- Excellent time-management skills.
- Demonstrated skills in learning new bodies of knowledge.
- Ability to match business workflow with technical software processes.
- Excellent organizational skills/ability to multi-task and prioritize under pressure
- Ability to get along with diverse personalities, client orientated
- Results and detail oriented

Distribution of Time (after 2 months of employment)



Distribution of Workload (after 2 months of employment)

This position should put appropriate effort on tasks based on the following distribution graph:



Detailed distribution of workload:

New client implementation and training	65%
Pre and post trip administration work / trip and training agendas	
Travel to client locations	
Pre-implementation surveys / functional reviews / onsite and remote training / post implementation review	
Post Implementation Work / Reporting	
Misc. on-site requests	
Internal training	10%
Personal learning/upgrading skills	
Mentoring/Training other staff	
Misc. Internal Projects	15%
QA Testing	
Business analyst functions	
Misc. Support Liaison	
Department/Ad Hoc Meetings	
Other MISC.	
Total	100%