

# IMPLEMENTATION SPECIALIST FINANCIAL SOFTWARE



## JOB SUMMARY:

Vadim Software is seeking a highly motivated Implementation Specialist with Ontario property taxation expertise. This position involves on-site consulting, implementation, and training of Vadim Municipal & Financial software. This position requires extensive travel, up to 20 weeks per year, at various client sites in Ontario. The position is based in Orillia, Ontario.

## DUTIES & RESPONSIBILITIES:

- Gain proficiency in Vadim software modules and understanding of partner software.
- Achieve billable services targets
- Travel to client sites, train and implement Vadim 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 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.
- Assist with client seminars/regional meeting as required
- Contribute to and promote a high performance team environment
- Other duties as requested.

## EDUCATION & EXPERIENCE REQUIRED:

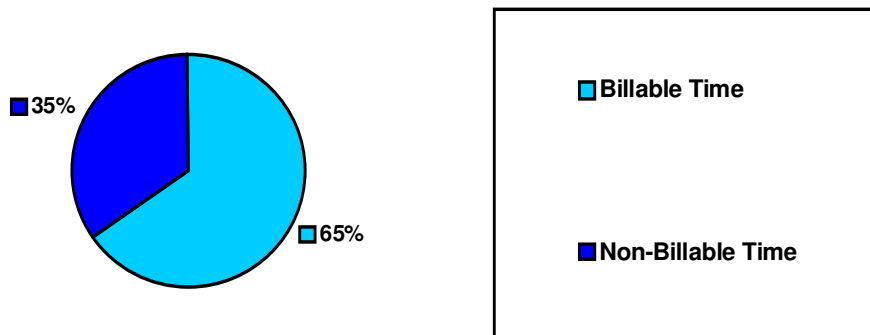
- Degree, Diploma or equivalent experience in Accounting and/or Computer Science, or related fields.
- Consulting and/or training experience.
- Strong knowledge of Accounting Principles ("GAAP"), and practices.
- Experience with municipal and/or financial systems and processes.
- Consulting and/or training experience.
- Strong knowledge/experience of Ontario taxation.
- 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:**

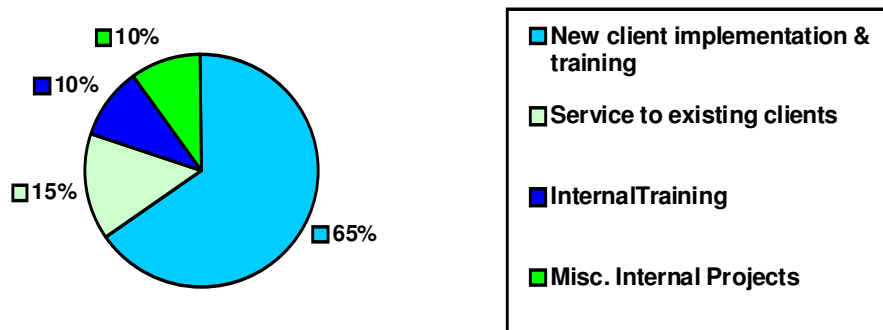
- Highly motivated with strong analytical skills.
- Strong team player.
- Outstanding interpersonal and communication skills.
- Excellent time-management skills.
- Demonstrated skills in learning new bodies of knowledge.
- Ability to match business workflow with technical software processes.
- Excellent 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 employment)**



**Distribution of Workload (after 2 months employment)**

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



<b>New client implementation and training</b>	<b>65%</b>
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	
<b>Service to existing clients</b>	<b>15%</b>
Support	
Training new users / review (onsite and remote)	
Training - new product and product updates	
Business consulting	
3 <sup>rd</sup> party integration & training	
Misc. on-site requests	
<b>Internal training</b>	<b>10%</b>
Personal learning/upgrading skills	
Mentoring/Training other staff	
<b>Misc. Internal Projects</b>	<b>10%</b>
QA Testing	
Client Seminar/Regional Meetings Prep	
Product Demo / Sales Assist	
Business analyst functions	
Misc. Support Liaison	
Departmental Meetings	
Special Projects & Other Misc.	
<b>Total</b>	<b>100%</b>