



Implementation Specialist

REMOTE (US) OR WASHINGTON, DC / PROFESSIONAL SERVICES - IMPLEMENTATION / FULL TIME

Our client base is growing rapidly, and we need talented, dedicated individuals to help drive our continued success. Our ideal candidate is a self-starter with a passion for solving problems using technology. They should have experience and be comfortable with working in the administrative settings of complex enterprise SaaS software solutions, and have an ability to understand complex configurations and how those configurations will impact the end-user experience. The ideal candidate will be comfortable working directly with our current and prospective customers to scope and present solutions, and they will be adept at listening to feedback for ways to improve solution build outs.

What You'll Do

Serve as technical expert on implementations of Interfolio solutions and support our project and program managers as they lead large enterprise implementations

Be an Interfolio systems expert with a deep understanding of our product set and value add to clients

Configure, train, and deploy hosted customer implementations of our software

Synthesize and understand complex data sets from new clients and ensure client information is mapped to the Interfolio system

Collaborate with product and engineering teams to continuously improve our software

Partner with client success team to ensure solutions are aligned with long-term strategy

Lead customer calls and meetings when required

Identify dependencies and communicate consistently with project team to ensure smooth & timely deployments

Digest, evaluate and communicate messages across internal and external stakeholders

Ensure proper internal alignment and customer communication to keep all deliverables on track

Anticipate and address issues that may arise and find solutions that exceed customer expectations

Be the customer's trusted advocate and voice within Interfolio

Responsibilities


- Organization and ability to work on multiple projects at once
- Technical knowledge is required including strong software skills
- Ability to work in a fast paced environment
- Experience working with agile SAAS company preferred
- Experience in higher education
- Working experience with Microsoft Office, API, JSON, and ETL is a plus

- 30 - 60 - 90 days:
 - 30:
 - Complete Interfolio product onboarding and become Interfolio product certified
 - Shadow peer implementations
 - Join team/company meetings

 - 60:
 - Begin taking co-implementation lead projects
 - Conduct interfolio product workshops / trainings
 - Learn to deliver end user training

- 90:
- Take solo implementations
- Full collaboration with internal teams
- Fully in the groove!

[Interfolio Home Page](#)

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