SYSTEMS IMPLEMENTATION SPECIALIST

DEFINITION
Under general supervision, responsible for managing customer support relations for the PTS Systems to include project planning, customer training, systems implementation, and post-implementation support and account management.

ESSENTIAL FUNCTIONS
This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class. Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

TASKS
- Prepares documentation of the system including technical documentation, operations instructions, and user instructions, and designs controls for the system, monitors their implementation, and continuously monitors systems for adequacy, technical obsolescence, operational efficiency, file security, technical improvements, latent errors, changes in the business environment, and reports needs for improvements to management.
- Performs implementation project planning and works directly with customers in determining mutually acceptable deployment plans and schedules;
- Prepares work schedules for authorized projects based upon project estimates and analysts assigned to project;
- Manages customer accounts from implementation through ongoing support once live, including identifying opportunities for further business; Designs, prepares, and delivers onsite customer training;
- Designs adequate methods of testing the system and solicits aid from users in verifying results; Develops project planning and training materials for new products and releases, and provides feedback to Product Management and the development team on product usability and customer-requested features.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS
- Knowledgeable of computer system development, implementation and analysis techniques, systems and application software, software coding, testing and debugging practices and procedures, and of preparation of documentation or procedural manuals for computer systems;
- Skilled at Project management and enterprise-level systems implementation, maintaining computer programs using different programming languages and operating systems, and in establishing and maintaining productive working relationships with all levels of staff and customers;
- Ability to clearly and effectively communicate both verbally and in writing, work independently and in a team environment to accomplish essential job functions.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS
Work is performed in an office environment. Work may require frequent sitting, standing, walking, bending and lifting up to 20 pounds. Incumbents may be exposed to repetitive motion and vision to monitor. Incumbents may be required to travel up to 50%.

QUALIFICATIONS
Bachelor’s Degree from a four year accredited college or university in Computer Science, Management Information Systems, or related technical field AND four (4) years progressive experience in project management of multiple, complex solution implementation projects OR an equivalent combination of education and experience.