

Job Title: Implementation and Training Analyst

BASIC FUNCTIONS:

- Travel (50% to 70% State to State and Local) to new and existing customer sites for installation, training, and data conversion
- Assure forms programming is complete
- Complete special project assignments, including testing software products and design/programming upgrades
- Maintain knowledge of current developments and trends in areas of expertise
- Notify Implementation Manager of any issues that impact implementation and training schedule and/or any customer deliverables
- Develop strategies and tools for improving implementation process
- Submit timely install trip reports and expense reports to Implementation Manager
- Conduct e-training (webinars and product demonstrations)
- Conduct in-house classroom training as necessary
- Help train internal staff on new software releases and additional features
- Assist with overflow support calls as necessary
- Maintain customer information in Salesforce database
- Maintain thorough follow-up with customers, team members and entire company

JOB SPECIFICATIONS:

- Accounting degree and/or accounting experience is required
- Two or more years related professional experience
- Good organizational, interpersonal, and verbal/written communication skills are necessary
- A medium to high level of computer literacy is required, especially using Microsoft Excel
- Good presentation/training skills are essential
- A college degree is preferred
- Knowledge of the automobile/auto finance industry and/or auto industry software is highly desirable