

Implementation Specialist
January 2019
Version 2



Position Type: Full-Time
Compensation: TBD
Travel: Up to 50% travel per year

Company Overview:

Founded in 1994 and headquartered in Raleigh, North Carolina, Residential Management Systems (RMS), provides web-based housing, conferencing, and judicial management software solutions, serving Universities and Colleges, as well as private sector properties, worldwide.

The RMS team and products offer a new dimension to residential management with the combination of power, functionality, and ease of use. These three factors dominated the original design of the system in 1994 and continue to be the guiding principles in future product development. Our ground-breaking Mercury product provides a flexible and powerful solution that everyone in the organization finds easy to use and understand.

Position Overview:

The Implementation Specialist's principal responsibilities include travel to customer sites around the world to provide onsite training and customization services for new and current customers. These site visits evolve into ongoing care for clients as they transition from "new" to "current," including on-going calls for continual business process development and customizations within the Mercury product (known as Mercury Complete Care, or MCC). A successful Implementation Specialist is passionate about continual business process improvement, but can also meet the client "where they are" in terms of desire to make changes, or ability to do so due to other factors, such as internal politics.

The Implementation Specialist also participates in numerous other essential duties, ranging from quality assurance testing during new product development cycles to documentation of product functionality.

Responsibilities:

- **New Client Implementation (50%)**
 - Onsite and remote training on the use of Mercury for client System Administrators and End-User staff.
 - Custom configuration of Mercury based on information collected during the Business Process Review visit.
 - Work with client to perform initial Living Area and Accounting data loads
 - Document processes and customizations for future reference by client and by Implementation or MCC team members.

- Coordinate efforts with other members of the Implementation team, Support, and Development, as needed, to ensure client has the tools required to successfully go live with Mercury on the agreed to timeline
- Communicate status of implementation tasks and issues to Manager in an effective and timely manner.
- Identify client stakeholders and correct point of contact for various types of inquiries.
- Work with Integration Team Leader to develop and support client Interfaces.
- Develop strong relationship with key staff
- **Mercury Complete Care (MCC) (25%)**
 - Participate in regular calls with clients to provide ongoing pro-active support.
 - Development and documentation of new business processes to improve client's experience and broaden their use of Mercury.
 - Coordinate efforts with other members of the Implementation team, Support, and Development, as needed, to complete business process development.
 - Track ongoing client needs in preparation for upcoming MCC calls.
- **Other Responsibilities (25%)**
 - Assist internal Quality Assurance and Development teams in product testing
 - Develop documentation of Mercury features for use internally and by clients
 - Provide software support for new and current customers
 - Present on assigned topics at RMS World
 - Occasionally travel to represent RMS to prospective and current clients at national and international trade shows
 - Book travel in accordance with RMS Policies manual
 - Other duties, as assigned.

Required Skills and Attributes:

- Bachelor's degree (or equivalent) and three to five years of professional experience.
- Experience working in University or College Housing, Residence Life, Conferences, or Student Accommodation/Reservations.
- Prior experience with the Mercury software platform.
- Ability to work with clients at varying skill levels and interpret which functionality is appropriate for their needs.
- Excellent interpersonal, verbal, and written communication skills.
- Ability to build a rapport and a positive relationship with clients.
- Strong logical and reasoning skills.
- Strong organizational skills and attention to detail.
- Ability to work independently on assigned Implementation and MCC tasks. Demonstrated ability to be proactive and take initiative.
- Ability to prioritize tasks to meet critical deliverables in a timely manner.
- Ability to proactively ask for help and to show continual growth as new items are explained.

Preferred Skills and Attributes:

- A positive outlook and a drive to help others be successful.
- Prior experience developing training materials and providing trainings to professional staff.
- Prior experience developing process documentation.
- IT background or experience working with IT teams.
- Basic knowledge of SQL