Software Sales and Implementation Engineer
November 2020
Version 1

Position Type: Full-Time
Compensation: TBD
Location: Working in our Raleigh, NC office
Travel: Minimal

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 Software Sales and Implementation Engineer (SSIE) responsibilities are focused on building functionality in Mercury to support the Sales and Implementation teams. During the Sales process, it is frequently necessary to customize business processes and reports in Mercury to satisfy the requests and requirements in the RFI or RFP documents or for demonstrations. The SSIE works with the Sales team to develop use cases and proof of concept items; the SSIE maintains a warehouse of these items for future use by Sales or by the Implementation team when implementing Mercury at client sites. In addition to building items for sales, the SSIE may be involved in developing new items for use by the Implementation team for existing clients.

A successful SSIE is positive energetic, and passionate about delivering well-designed items to both internal and external clients. Ability to work within a team, collect and understand client specifications, and manage multiple tasks are essential, as well.

Responsibilities:

- **Sales and Implementation Activities**
    - Work with the Sales team to develop use cases, Mercury Business Processes, and reports for RFI and RFP submissions
    - Build Mercury Business Processes for use by existing clients
    - Work to ensure the smooth transition of new clients to the Implementation team
    - Act as additional technical resource to the Implementation team with a primary focus on report and filter building

- Develop strong relationships with client staff
- Develop strong relationships with internal staff
- Learn how to demonstrate our Mercury software
- Learn the business of University Housing and Conference management

- **Mercury Object Warehouse Management**
  - Maintain a warehouse of items built for Sales, as well as by other members of the RMS team for existing clients
  - Act as primary point of reference for the Warehouse and respond to inquiries from team members looking to see if an items has already been built
  - Work with the VP of Operations to manage the "Mercury Base" objects that are delivered in new implementations

- **Other Responsibilities**
  - Assist internal Quality Assurance and Development teams in product testing
  - Other duties, as assigned

Required Skills and Attributes:

- Bachelor's degree (or equivalent) and three years of professional experience
- Experience with database report writing and related tools
- High level of proficiency with query-building in SQL
- Excellent interpersonal, verbal, and written communication skills
- Ability to build rapport and positive relationships with clients
- Ability to work with clients of varying levels and responsibilities
- A positive outlook and a drive to help others be successful
- Strong organizational skills and attention to detail
- Strong MS Office Skills, especially with PowerPoint, Word and Excel
- Ability to work independently on assigned 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:

- Significant experience and familiarity with Mercury
- Experience working in University or College Housing, Residence Life, Conferences, or Student Accommodation/Reservations
- Experience with Telerik or similar report writing tools
- Experience with Microsoft Visual Studio