

Position Description

Position Title	<i>Implementation Specialist, VantEdge One Group</i>
Reports To	<i>Consultant, VantEdge One Group</i>
Location	<i>Chicago, IL</i>

Job Purpose

While working as part of a team or independently, the Implementation Specialist for VantEdge One Group is a key member to engagement projects and technology system implementations throughout a nation-wide customer base. The Implementation Specialist is responsible for installing and maintaining the suite of VantEdge One Group technology offerings including: performing healthcare change management functions while implementing solutions, training on sustainable and best-practice uses, and troubleshooting any technical issues for our hospital and provider-based customers. Other duties include answering questions from customers regarding the business application of these programs, business process change management and data analysis.

The Implementation Specialist, will travel to customer locations typically leaving on Sunday or Monday and returning on Thursday. Some weekend and evening shifts will be required for customer-specific implementation projects. It is often possible for the Implementation Specialists to assist customers from a remote location, troubleshooting an issue or providing training. Implementation Specialists may be asked to provide project management assistance, data conversions, product demonstrations, and software upgrades in addition to application support.

Duties and Responsibilities

Early careerist implementation project professional who manages the relationships with client site and technology solution providers during entire project-specific Implementation phase.

Engagement and Project Support:

- Develop custom and scalable implementation protocols for VantEdge One Group's technology and solutions suite
- Ensure client satisfaction and retention through timely solution delivery within defined timeliness
- Work directly with customer and software solution stakeholders to resolve issues and provide solutions
- Remain engaged with client throughout implementation, until client is successfully running VantEdge One Group solutions
- Interact/collaborate with VantEdge One Group members and associates in sales and customer service functions
- Develop and maintain consistent standards for project delivery, implementation protocols, training methodologies, and any other process as defined by project scope
- Reviews project proposals with project leadership for scope and implementation consistency
- Ability to communicate effectively and build rapport with team members, provider customers and clients

Application Installation/Implementation:

- Participates in multiple implementation and/or installation projects at one time, multitasking through the management of each project

- Manages Implementation Service deliverables throughout project installation including milestones and project schedule; adhere to Salesforce communications methodologies for project deliverables
- Tracks and coordinates all moving pieces of the Implementation from start to end; Creates and communicates status reporting for both internal and external purposes
- Primary level of escalation for onsite installation team; Confers with implementation team, management or account management to locate the appropriate parties to provide technical advice
- Follow solutions and implementation guidelines as indicated by the client and provider organization
- Remain engaged with client throughout implementation, until client is successfully utilizing technology solutions
- Manages project closure and handoff to technology solutions Account Manager and Help Desk

Application Training:

- Creates, in collaboration with technology solutions administration, custom training modules for the implementation and sustainment of VantEdge One Group technology solutions in customer locations
- Applies standard software change management methodologies for the ensured utilization in customer locations
- Delivers, supports, and maintains training efforts for customers utilizing technology solutions
- Continually works with technology solutions to remain up-to-date with training and implementation protocols

Qualifications

Basic Requirements:

- Bachelor's degree or equivalent in education and experience
- 1 to 3 years of experience working in a client service/customer service environment or systems integration environment.
- Strong interpersonal skills with the ability to build effective working relationships
- Strong problem-solving skills
- Strong communication skills, both verbal and written
- Ability to learn quickly and multitask in a fast-paced environment
- MS Office, including Outlook, Word and Excel
- Very good understanding of Windows-based PC's and operating systems
- Strong understanding of iOS platforms and the use of tablet-based hardware
- Ability to remain calm under pressure and be diplomatic yet firm in difficult situations
- Willingness and ability to travel every week
- Work as a member of a team as well as be a self-motivator with ability to work independently
- Ability to work assigned shifts on a flexible schedule with varying hours; Work extended hours as necessary
- Show flexibility and performs assigned tasks outside of normal job duties

Preferred Requirements:

- Experienced in healthcare supply chain and perioperative space preferred, not required
- 2-4 years of system implementation experience working to install multiple applications in customer locations
- Experience with CRM tools, preferably Salesforce CRM applications
- Proven ability to maintain focus and work effectively with multiple demands
- Strong client relationship skills
- Must be able to recognize basic procedural issues as they arise, then escalate to the appropriate level
- Ability to demonstrate learning agility and critical thinking skills and apply basic concepts in new situations
- Proficient in the latest web technologies and working knowledge of various operating systems
- Excellent analytical skills and time management skills
- Excellent communication skills both verbal and written
- Proficient using Microsoft Office Suite and iOS applications

Education:

- High School Diploma or GED Equivalent Required in pursuit of higher education required, Bachelor's Degree preferred

Experience:

- 1-3 years prior experience required; 2-4 years experience preferred. Position training will be provided.

Working Conditions

- Communicate, educate, and/or train using PowerPoint presentations and live demonstrations to large groups of people
- Constantly operates a computer and other mobile office equipment to perform work
- Frequently travels by airplane, train or car as necessary to perform work at customer location
- Generally, works in an office or hospital-based surgical or supply environment
- Requires use of safety equipment that may include but not limited to face shield or goggles, non-slip shoes, gloves, mask, and other protective garments and equipment
- Requires standing for extended period of time with frequent stretching, reaching, walking and stooping, pushing and/or pulling

Physical Requirements

Physical Demands:

The Physical demands described within are representative of those that must be met by an employee to successfully performs the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Individual must be able to lift, bend at waist, and alternate between periods of sitting and standing following all safety guidelines as outlined by the customer and VantEdge One Group.

- Prolonged standing with occasional walking (frequent)
- Repetitive motions requiring use of both wrists and hands as well as fingers (frequent)
- Low level positions: squatting, kneeling, and crouching (frequent)
- Use of ladders and step stools up to 8 steps high (frequent)
- Able to lift and carry items up to 25 pounds (occasional)

Benefits

VantEdge One Group offers a competitive compensation and benefits package including medical, dental, and vision coverage to employees and dependents; an IRA plan with a generous employer match; and a generous Paid Time Off policy.

VantEdge One Group is fully committed to providing equal employment opportunity in recruitment, employment, compensation, benefits, promotions, transfers, education and all other terms of employment. VantEdge One Group will not discriminate on the basis of age, race, color, gender, marital status, sexual orientation, gender identity, national origin, religion, Vietnam era of veteran status, physical or mental disability, creed, citizen status or any other status protected by federal, state or local law. We endeavor to maintain a drug-free workplace.