



# Implementation Technician

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| <b>DEPARTMENT</b>   | Client Services  |
| <b>REPORTING TO</b> | Director of Client Services  |
| <b>JOB TYPE</b>     | Part-time or Full-time employee  |
| <b>LOCATION</b>     | Salt Lake City, UT 84111   |
| <b>COMPENSATION</b> | Depending on experience, education, and certifications                           |
| <b>BENEFITS</b>     | Health, vision, and dental insurance, 401(k), holiday, PTO, continuing education |

## JOB DESCRIPTION

Work closely with an Implementation Manager (IM) and Front End Developer to implement Samaritan's proprietary volunteer management system (VMS). Prioritize and process tasks within time frame guidelines. Effective support of new customer onboarding and post-sales cycle. Assist with business/system analysis, system/integration configuration, and training. Perform day-to-day onboarding activities as a member of the implementation team. The ability to juggle multiple duties, work under pressure, and handle stress are critical for success in this role. This role requires being curious to engage both technical and interpersonal skills. This role has advancement opportunities in both the Client Services and Development Departments.

## DUTIES AND RESPONSIBILITIES

- Work with the IM and client to complete tasks to implement new clients
- Timely delivery of tasks to meet implementation requirements and project user experience
- Support several concurrent client implementations
- Attend regular client meetings
- Work with internal departments to provide harmonious and efficient cooperation
- Communicate respectfully and effectively with team members
- Maintain detailed documentation on client processes and changes applied to their systems
- Test and evaluate implementation roll out to ensure high quality and positive user experience
- Troubleshoot and document bugs and enhancement requests

## SKILLS/EXPERIENCE AND COMPETENCIES

- Must be a self-starter and able to work in a rapidly expanding and changing environment
- Meticulous attention to detail for accuracy and quality
- Critical Thinking
- Intermediate HTML & CSS skills and Basic JavaScript skills with willingness to learn and improve
- Experience in and a love for volunteerism
- Excellent interpersonal and verbal communication skills
- Emotional intelligence and flexibility
- Excellent time management and organizational skills
- Experience in the software industry, familiarity with the SaaS model, agile methodology, and databases (preferred)
- Coursework in Computer Science (CS) or Web Design or equivalent experience beneficial

## SECURITY ROLES AND RESPONSIBILITIES

All employees are required to adhere to Samaritan's security policies, as well as learn and maintain a high standard of information systems security hygiene.

**Samaritan** is a small **software** firm located in Salt Lake City, Utah. We provide customized **volunteer** management solutions to a wide variety of clients in the government, non-profit, and corporate sectors. Samaritan is an equal opportunity employer.

