**Implementation Specialist**

IT Works Inc is looking for a motivated, dynamic, results-driven professional to join our software implementation team. This individual will initiate implementations and provide training and ongoing support to IT Works clientele. All training and implementation activities are done from our Raleigh, NC office.

Position Description:

* Implementation: Manage client software installation and training activities – define priority order, establish schedule based on IT Works framework, mapping preload data, performing data validation on import functionalities. Provide guidance or recommendations on the optimal way to configure and utilize the software.
* Training: Conduct web/teleconference based training sessions for new clients and supplemental training for established clients.
* Support: Establish and maintain relationships with customers and identify new requirements, troubleshoot issues or answer questions that may arise. Use remote access software to troubleshoot and resolve problems.
* Documentation: Assist with developing end user materials/guides and internal documentation associated with the software. Assist with routine updates to these materials to ensure currency.
* Quality Assurance: Test client requested modifications to software for end user functionality and ensure changes meet specifications. Create and test sample data sets for import processes. Regression and bug testing.

Required Experience:

* 3 years of relevant experience (software training, software implementation, grant management, professional training). Experience in research/grant management at an institution of higher education, research institute or hospital will be favored in evaluation.
* Strong analytical and logical troubleshooting skills
* Strong interpersonal communication and relational skills; sound judgment; initiative and flexibility
* Demonstrated strong planning, organization and project management skills
* Ability to work collaboratively and effectively with diverse staff, colleagues and clients
* Detail oriented
* Demonstrated customer service skills and focus
* Willingness and ability to quickly learn new technologies
* Desire to grow technically and professionally;

Preferred Experience:

* Previous working knowledge of ERP or other financial management systems.
* Accounting background or experience in grant accounting/management.
* 2 years experience in a customer-facing position such as a professional services consultant, analyst, or trainer

Compensation Plan: IT Works offers a competitive salary and fringe benefits including vacation; paid holidays; retirement plan; health and disability insurance.   
  
Applying for the Position: Send your cover letter, resume, salary requirements, and three employment references to itwjobs@Itworks-Inc.com.   
  
About IT Works: IT Works has been creating solutions for the grant research community for over 20 years. Our software is being used by many of the largest research universities and hospitals in the United States. IT Works delivers “niche” market software products/applications to departments at colleges and universities in the United States and Canada to facilitate comprehensive grant management processes, enhanced financial reporting and effort certification. All development, support, marketing, and sales efforts are handled out of our office in Raleigh, NC.   
  
Discover more about IT Works Inc. (www.itworks-inc.com)