Computer Consultant- Job

Employer Name: MCIS Language Solutions

SpiderID: 12527250

Location: Toronto, Ontario

Date Posted: 5/13/2022

Wage: 41.90 p.h.

Category: Information Technology

Job Code:

Number Of Openings: 1

The Implementation Specialist role is comprised of the main activities as follows:  
  
Project Implementation  
  
Assist the Director of IT &amp; Internal Operations with the exploration of new ideas / technologies that can be implemented at MCIS to ensure we operate efficiently and provide input / recommendations to help outline and operationalise MCIS technology strategy;  
  
Participate in customer implementation kick-offs and requirement gathering sessions;  
  
Provide solution analysis and configuration plans, aligning client specific-requirements with project scope;  
  
Work with the Project Manager to update clients on project plans, milestones, and tasks;  
  
Provide regular status updates to Director of IT &amp; Internal Operations on implementation deliverables and milestones;  
  
Regularly follow-up with internal users and ensure implementations stay on track;  
  
Engage with external vendors if technology solutions are provided by external technology partners;  
  
Support the Director of IT &amp; Internal Operations in the planning, creation and execution of all business process improvements by conducting research, vendor analysis, vendor engagement, performance testing and creation of plans to operationalize solutions.  
  
Ongoing Maintenance, Training and Support on business solutions  
  
Oversee all business solutions used by MCIS to make sure they operate properly and escalate to internal / external parties when necessary;  
  
Conduct and support others on client administrator and end user training sessions via online webinars, over the phone or in-person;  
  
Assist clients (internal and external) with troubleshooting and issue resolution with a focus on customer service;  
  
Participate in the creation, implementation, and maintenance of client-facing presentations and documents (internal or external).  
  
Overall technology support  
  
Work in collaboration with other IT and IO staff members to make sure technology is used to its full potential and help them to identify possible ways to streamline processes.  
  
Any other duties that are assigned that are reasonably within the scope of this position.

The Implementation Specialist must have an undergraduate degree, or a combination of experience and training.Training related to technology, and project management may be required. While there will be some on the job training for the role, specific to MCIS needs, the incumbent will come to the position with an adequate amount of previous training. A self-starter who can take responsibility for managing clients and issues with the ability to work in a fast-paced, demanding, thriving environment.  
  
Bachelors Degree in Computer Sciences or related discipline with focus on software engineering;  
  
Knowledge on project management principles for implementation of business solutions for service delivery organizations;  
  
Advanced knowledge and proven experience on relational database management system such as SQL server, MySQL, MS Access, etc.;  
  
Advanced knowledge and proven experience on data management, data migration and reporting tools such as SSRS, SSAS, etc.;  
  
Experience with software in a SaaS / Cloud computing environments;  
  
Experience with CRM / ERP solutions (MS Dynamics NAV / CRM);  
  
Knowledge on programming using various software development platforms / solutions / languages and willing to acquire new knowledge as needed;  
  
Proven track record of building relationships with stakeholders, vendors and peers;  
  
Strong conceptual, analytical and problem-solving skills;  
  
Excellent verbal and written communication skills in English. French is an asset although not mandatory.

Start Date: As soon as possible  
  
  
Position Type: Full-Time Permanent  
  
  
Years of Experience Required: 3  
  
  
Education Required: Bachelors  
  
  
Overnight Travel: None  
  
  
Vacation Time: 2 weeks / year

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Contact Name: MCIS Language Solutions

Employer

Company: MCIS Language Solutions

Toronto

Ontario

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