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**PROFESSIONAL SERVICES – IMPLEMENTATION SPECIALIST**

Location: Oakville, ON

Job Type: Full Time

Our client is a leader in delivering payment processing and receivables automation solutions to financial institutions, businesses, government entities and non-profit organizations across North America. Reporting to the Manager, Professional Services, the Implementation Specialist is one of a team of technology professionals focused on implementing our client’s xCP suite of browser based receivables automation software solutions.

**Responsibilities**

* Implement our client’s proprietary receivables automation solution which may be implemented on our client’s infrastructure or on the Microsoft Azure cloud-based hosting service.
* Debug and update customer programs.
* Build, maintain, administer and support Microsoft SQL databases.
* Install and configure database management software, translate database design and diagnose database performance issues.
* Keep data secure by managing access, privileges and information migration.
* Install software upgrades, manage hardware upgrades and assist customer in maintaining computer servers.
* Develop backup and recovery strategies, and assist customers in monitoring servers to ensure capacity is not exceeded.
* Provide users, customer administrators and IT with training on new database software and systems.
* Provide assistance via telephone and remote desktop sharing (e.g. WebEx).
* Work with third party vendors to place hardware support calls and resolve issues.
* Maintain and update incident management database for tracking purposes.
* Support our company’s proprietary payment processing software.
* Support the physical hardware which processes payments.
* Apply business analysis techniques to understand the client’s current state, and explore options for improvement while finding suitable solutions
* Facilitate the project implementation process; Elicit information, asses and validate the solution, collect the requirements and manage the communication among the stakeholders

**Requirements**

* 5-7 years’ experience in an implementation, technical support or customer service capacity for software applications
* Degree or Diploma in a computer related field (E.g. Computer Science, Management or Computer Information System, Computer Engineering etc.)
* Technical skills: IT/Networking, SQL Server (2005+), IIS, SSRS, SSMS (SQL Server Management Studio), ad hoc scripts, SQL Server Profiler, Windows Server 2012 and SQL Server 2012/2014
* Windows PowerShell, particularly any exposure to automating Windows Azure deployments
* Tooling experience for doing tasks like database data/schema comparisons (Redgate, etc.)
* Proficient with Windows workstation & server class operating systems (2000, XP, Vista, 7)
* Ability to apply proven principles of theory and design to build and manage databases
* Determine significant features, advantages and disadvantages of various database systems
* Ability to implement best practices in information technology management
* Business Analysis and Project management exposure; understanding different phases of a project, reviewing/understanding Statements of Work and design documents, and Stakeholder management
* Customer service orientated with strong interpersonal skills and the ability to interact with people in a variety of roles in large client organizations
* Diligent, follows through, takes initiative, self-learner, track record of cutting through obstacles and getting things done
* Able to effectively multi-task and problem solve in a fast paced environment
* Ability to effectively communicate through all available mediums (verbal, listening, writing) in a professional and courteous manner
* Problem management skills (ability to take initiative/ownership and follow through on all areas of work in an urgent and expedient manner to completion)
* Able to work independently or as a member of a Team, as directed by his/her Manager.
* Willingness to travel to customer sites within North America up to 40% of time during peak periods
* Maintain a professional stance at all times

**Preferences**

* Microsoft & DBA Certification
* Experience in accounting and /or information systems
* Experience in Visual Basic and .NET programming
* Web application performance/scalability testing experience
* Familiarity with computer hardware
* Business Analysis Certification
* Knowledge of VM Ware and automation testing tools is an asset