**Job Title**: Implementation Associate

**Department:** Client Services

**FLSA:**

**Reports To**: Client Services Manager

**We take pride in our core values:**

**Build Mutually Beneficial Relationships:** Bring value to all our relationships and expect the same in return, so everyone wins. Take a long term view.

**Open and Honest Communication:** Remember to listen. Seek to understand. We encourage two-way communication that allows you to voice your opinion.

**Passion to Get it Right:** Take initiative and strive for excellence. Learn from mistakes.

**Empower Smart Decisions:** You have the power to make good decisions. Use your expertise and the knowledge of the team to achieve the best possible outcome.

**Have Heart:** Love what we do. Understand what we do directly impacts all of us. Have pride in your contribution to the team.

**Do What You Say:** Strive to meet your commitments. Communicate challenges in advance. Set timely expectations.

**We Have Your Back:** Ask anyone for help. Help anyone who asks. Support and learn from each other.

As a team, we plan for the future in the goals we set, and enjoy kicking off each quarter with amusing themes that highlight our goals. Another rewarding part … we celebrate our successes. And, we love what we do.

**Position Summary:** Under direct supervision, the Implementation Associate is responsible for the successful resolution of technical issues that arise at a client environment. The Implementation Associate regularly exercises discretion and judgment while performing the duties and responsibilities of the job. Additional training will be provided for other aspects of the job.

**Essential duties and responsibilities**:

* Resolves client-submitted technical issues.
* Answers client technical questions. Prepares and provides product training for clients.
* Understands the various deployment options of Atlas products and maps these options to fulfill real-world client workflows and needs.
* Creates detailed technical checklists and processes that need to be followed for the implementation in a new client environment, or version upgrades of products in an existing client environment.
* Analyzes client’s business rules and effectively communicates them to Development, QA, Documentation, Support, and other individuals or teams.
* Promotes and maintains a positive relationship with other technical staff and departments to support the successful implementation of Atlas products.
* Assists in preparing project documentation such as QA Request Forms and Change Order Analysis.
* Install web-based software on Windows Server environments.
* Other duties may be assigned.

**Supervisory Responsibilities:** This position has no direct supervisory responsibilities.

**Qualifications:**

* Ability to learn quickly, understand and explain technical information to non-technical staff and clients.
* Must be able to analyze technical issues and develop creative solutions which minimize risk and ensure successful deployment of software solutions.
* Must work effectively under intense pressure in order to meet the demands of resolving critical technical issues that address client business needs.
* Excellent written and verbal communication skills, including ability to comprehend and communicate technical information precisely and unambiguously.
* Good interpersonal skills; extremely motivated and flexible.
* Highly organized with exceptional time management skills.
* Must be able to manage and coordinate multiple, complex technical issues.
* Possess a self-managed proactive work style and also work well in a team environment.
* Possible overnight travel required.

**Education and / or Experience**

* Bachelor of Science Degree, or degree in progress in Computer Science or related field; equivalent work experience will be considered.
* Familiarity with Windows Server environments: IIS and SQL Server
* Software development and data migration experience a plus
* Laboratory experience desirable

**Technical Skills**

* Working knowledge of .HTML and JavaScript a plus

**Language Skills:** Exceptional English written and verbal communication skills including presentation skills and the ability to comprehend and communicate technical information precisely and unambiguously.

**Mathematical Skills:** Must be able to analyze and present quantitative data. Should be able to compute basic mathematical functions such as addition, subtraction, division, and percentages.

**Reasoning Ability:** Must possess the ability to read and understand information and ideas presented in writing; ability to listen to and understand information and ideas presented through spoken words and sentences; ability to communicate information and ideas in speaking so others will understand; ability to tell when something is wrong or is likely to go wrong recognizing there is a problem; ability to communicate information and ideas in writing so others will understand; ability to apply general rules to specific problems to produce answers that make sense; ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

**Physical Demands:** Performs physical activities that require considerable use of arms and legs and moving whole body, such as climbing, lifting, balancing, walking, stooping, and handling of materials; using hands and arms in handling, installing, positioning, and moving materials, and manipulating things; repeating the same physical activities or mental activities over and over, without stopping. Requires contact with others (face-to-face, by telephone or otherwise).

Repeating the same physical activities or mental activities over and over, without stopping. Requires contact with others (face-to-face, by telephone or otherwise).

**Work Environment:** Work is typically performed in an office environment while sitting at a computer screen for extended periods. Requires contact with others (face-to-face, by telephone or otherwise), repeating the same physical activities or mental activities over and over. The employee is occasionally required to climb or balance and stoop, crouch, or kneel when working with files. Requires work with others in a group or team, coordinating or leading others in accomplishing work activities, may work hours during the evening and on weekends.

**About Atlas:** At Atlas, people matter. That’s why we deliver creative solutions that enable healthcare institutions to be more effective at providing quality patient care. Our customers, some of the most recognized names in healthcare, trust us to solve their tough business problems so that they can focus on the job at hand – better patient care and saving lives. It’s a serious business but we like to have some fun while doing it. We are a diverse group of really smart people - energetic and passionate about what we do. We care for one another and embrace a culture of open communication. We believe in work-life balance, have a strong sense of our values, and we don’t tolerate corporate politics and pretense. We encourage innovative ideas, and empower each Atlas team member to contribute, so we can provide stellar solutions and services to our customers. As a team, we plan for the future in the goals we set, and enjoy kicking off each quarter with amusing themes that highlight our goals. Another rewarding part … we celebrate our successes. And, we love what we do.

*Atlas Development Corporation is an Equal Employment Opportunity employer.*

Bottom of Form