

# JOB DESCRIPTION

## JOB TITLE: Implementation Specialist

### JOB SUMMARY:

As a leading voice solution provider, Mountain Leverage is seeking an Implementation Specialist to join our growing team. In this role, you will ensure that the customer and prospect experience meets the Mountain Leverage ‘white-glove’ expectation we set as a company. The position involves managing the implementation and support of Honeywell/Vocollect Solutions and voice-optimized systems in warehouse environments. The role requires a mix of remote work and travel to customer sites.

As the Implementation Specialist, you will be responsible for leading new solution implementations, providing technical and operational support, and conducting on-site and remote customer health checks to improve system and operational performance.

### WORKING CONDITIONS:

#### Location:

- Home-based office that allows for a professional environment for inbound and outbound communications.
- Lives in close proximity to a major airport
- ~50% - 75% travel (on-site engagements can range from 2 days to 4-5 days and occur during typical customer working hours)

#### *Internet Service Requirements:*

- *Internet access provided by a cable or fiber provider*
- *DSL, satellite, and wireless broadband are NOT permitted*
  - *Exceptions may be made if latency and packet loss are below an acceptable minimum.*
- *Minimum upload speed of 5 Mbps*
- *Minimum download speed of 10 Mbps*

*Before any technical or educational requirements are considered, all Mountain Leverage employees must possess traits of honesty, integrity, and honor. They must be flexible, adaptable, and open to change. They must also be critical thinkers, problem-solvers, and team players. And last but not least, they must have a great sense of humor and a desire to have FUN at work!*

## MINIMUM REQUIRED QUALIFICATIONS:

### Education:

- Bachelor's Degree

### Experience:

- 2 to 4 years of experience with Warehouse Solutions and Technology
- Experience supporting on-site User Acceptance Testing, Training, and Implementation of new systems and technologies
- Technical experience in a support environment, including working directly with the end user
- Lead training for both technical and operations personnel
- Background working with warehouses, understanding host systems, and distribution

### Other:

- Must be highly customer-oriented.
- Must be capable of working with and leading a distributed workforce/team.
- Extending coverage outside normal work hours may be required.

## PRINCIPAL DUTIES & RESPONSIBILITIES:

- Seeking out additional training and methods to improve yourself, the team, and the processes.
- Collaborative assessment with team members, providing feedback as needed.
- Manage day-to-day tasks productively, without need for direct management involvement.
- New Solution Implementation Responsibilities
  - Plan and execute solution implementations with operations, technical contacts, and end users.
  - Create and lead detailed implementation and cut-over plans.
  - Lead on-site implementations and user acceptance testing, coordinating with leadership and end-users.
  - Conduct train-the-trainer sessions and provide documentation for continued user training.
- Customer Health Check Responsibilities
  - Analyze existing voice solutions to recommend best practices and improvements.
  - Create end-user guides based on log analysis and best practices.
  - Lead training sessions to improve voice solution experiences.
  - Interview end-users to identify challenges and opportunities for optimization.
- Remote Implementation Responsibilities
  - Assist with remote equipment setup, software configuration, and new rollouts.
  - Create video and written content for end-user training.
  - Test new peripherals and hardware for customer use.
  - Assist with customer server and device software upgrades.

## KNOWLEDGE, SKILLS, & ABILITIES:

### Required

- Exceptional communication skills in order to work effectively in a technical environment as well as in a non-technical business user community.
- High degree of comfort working autonomously.
- Ability to adapt and willingness to learn new technologies or techniques.
- Strong organizational skills—Capacity to organize, analyze, and execute several concurrent tasks and activities.
- Skill in managing multiple tasks, often with competing deadlines.
- Exceptional communication skills in order to work effectively in a technical environment as well as in a non-technical business user community.
- Assess performance of team members, providing feedback as needed.
- Ability to communicate task priorities to a distributed workforce.
- Ability to execute tasks with minimal supervision.

# MOUNTAIN LEVERAGE CULTURE

Three fundamental beliefs have helped shape why we think our culture matters:

- Our purpose at Mountain Leverage is Life Elevated, Peak Performance. This purpose drives our every action—both internal and external.
- We firmly believe how we behave and who we are in one area of our work permeates all other areas. Meaning how we, as employees, treat each other often informs how we treat partners, suppliers, prospects, and customers.
- We also believe that the context of an organization is critically important. Like water becomes a gas when it boils and a solid when it goes below the freezing point, individuals respond and change according to the environment in which they exist.

## ENTER THE MOUNTAIN LEVERAGE P.A.C.T.:

From our inception, we have worked to create an organizational environment where our employees flourish—and ultimately share that flourishing—with our customers, suppliers, partners, and communities. The Mountain Leverage P.A.C.T is the covenant we hold ourselves to, both internally and with everyone who we engage.



*Please consider the culture that guides Mountain Leverage before applying, as all team members are expected to strive towards embodying these values in their daily work. Learn more about our culture on our website: <https://www.mountainleverage.com/our-culture/>*

To apply, send resume and brief introduction to: [careers@mountainleverage.com](mailto:careers@mountainleverage.com)