

Job Title: Implementations Consultant	Contract type: Full-time
Department: Client Services	Date: 2/13/17
Reporting to: Mike Hall	Contact: Cheryl Mitchell – cmitchell@dancik.com

Dancik International, a Kerridge Commercial Systems Group company, provides fully integrated software and services focused on the distributive trades, specifically the building materials, lumber, floor coverings, home décor, electrical and plumbing distribution, wholesale and retail and auto parts distribution markets.

Our functionally rich software provides our customers with a fully integrated solution supporting the distributive trades including sales order processing, Finance, CRM, warehouse management, delivery management, equipment leasing, light manufacturing, EDI, online trading, business intelligence and mobile ready.

Dancik International aims to provide our customers with a choice of deployment options ranging from cloud-based software where we manage the core software on behalf of the customer through to the traditional on-premises deployment. **Your Business Your Way.**

As the **Implementations Consultant**, for our Cary, NC location, you will provide superior technical support to the clients, while on site, allowing them to effectively use the K8 software products. In this role, you will resolve clients' software, problems including installing and implementing software. In this capacity, you will resolve more difficult client problems, mentor new/junior Implementation Consultants and complete special projects as an individual contributor. You will provide technical assistance on assigned customer issues, training on new and existing products and feedback to management regarding the technical skill and training needs. In this role, you will work with in-house development team to provide details and accurate system specifications per the client's requests.

Responsibilities:

- Project Manager within the implementation team, responsible for setup and installation of technical systems and applications for client's purchased technology
- Work directly with the client to understand their business and make recommendations for improvement in the area of their business, including inventory, purchasing, account management and accounting. Responsible for training the clients after implementation
- Assist development team with understanding of specifications during the development of modifications and subsequently test and document development changes
- Responsible for final checklist in the implementation process and customer documentation is complete
- Ability to manage multiple projects of varying scope to successful completion
- Test and troubleshoot functionality of installed system. Work to resolve any customer problems and queries

- Attend project meetings with customer and internal team to oversee the project status and document details
- Will work with customer after implementation when needed to provide support and issues
- Meet with client owners/ manager/ decision makers to discuss progress, challenges and opportunities within their business
- Working knowledge of the Company's policies, practices and procedures pertaining to job responsibilities and the ability to effectively apply them to achieve department goals
- Train the customer's team and provide knowledge transfer in the operation of modified software when needed
- Works directly with clients on-site and provides follow up support remotely. This position requires 40-50% travel. Overnights required.

Experience:

Education:

Bachelor's Degree in Business or Information Technology or related degree or equivalent work experience

Minimum Requirements:

- 2 years implementation experience for a software company or experience gained in the product distribution sector
- Working knowledge of ERP business processes and procedures, including day to day transactions, month end and year end activities
- Experience with installation, and implementation, relating to ERP including, Go Live and working knowledge of supply chain process
- Proficient in Microsoft Office and consultancy documents (Visit Forms, Visit Notes)
- Knowledge of database platforms for ERP solutions, (Oracle or similar)

Preferred Requirements:

- Exposure or experience in PMP or other recognized project methodology.
- Exposure to various operating systems, LINUX, UNIX
- Accounting knowledge at a business level

Other knowledge, skills or abilities:

- Excellent written and verbal communication skills, with the ability to communicate to all levels or management
- Strong interpersonal skills, ability to work independent and within a team environment
- Ability to work under pressure with time restraints, direction and guidance to complete tasks in a timely manner
- Excellent presentation, teaching skills both verbal and written
- Investigate issues and generate an effective solution in a systematic and logical manner

- Flexible work schedule
- Ability to delegate and supervise activities and tasks
- Ability to recognize how, when and to who an issue should be escalated

To apply, please email a copy of your resume to Cheryl Mitchell, Talent Acquisition Consultant at cmitchell@dancik.com