Job Title: Installer/Implementation Specialist
Reports To: Vice President Well Screen
Employment Status: Full Time Exempt-Salary
SALARY: $65,000 - $75,000 - $85,000 Plus $6000 annual car allowance

SUMMARY:

As a member of the team, you will provide support, troubleshooting and training to our external customers and internally designing, developing, documenting, analyzing, creating, testing, or modifying computer systems or programs, including prototypes, based on and related to user or system design specifications through a variety of methods. You will also liaise with the internal project management, account managers, and administration teams.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Review design and approach with Account Manager
- Assemble and Test Well Screen stations on site
- Install at client locations as designed
- Train client staff and ensure process is working effectively
- Transition client back to Account Manager
- Maintains confidential information.
- Assist with Pre-configure Well Screen stations/software installation
- Perform other job-related duties as assigned.
- Develop an understanding of customer processes and standard operating procedures.

COMPENTENCY: To perform the job successfully, an individual should demonstrate the following competencies

- Ability to apply logical improvement processes
- Ability to operate various work-processing software, spreadsheets, and database programs.
- High level of competence in Microsoft Outlook/Excel/Word/PowerPoint
- Software installation/troubleshooting
- Adept at working with wireless devices, connecting to Wi-Fi networks, etc.
- Maintain confidentiality.
- Interact and maintain good working relationships with individuals of varying social and cultural backgrounds.
- Communicate efficiently and effectively both verbally and in writing.
- Teach/Train clients to use product both in person and on-line
- Follow instructions furnished in verbal or written format.
- Detail oriented
- Strong time management skills, ability to effectively manage multiple priorities and meet deadlines.
- Strong analytical, problem-solving, and interpersonal skills.
- Ability to work independently and integrate into a team environment.
- Demonstrates basic problem-solving abilities and troubleshooting skills.
- Ability to work collaboratively with colleagues and staff to create a quality result - driven, team-oriented environment.
- Willingness and ability to work flexible hours.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Regularly sit, stand, walk, lift, reach, and use hands and tools to assemble and package Well Screen.
- Lift or move heavy boxes or items.

QUALIFICATIONS:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The education and experience requirements listed below are representative of this position's requirements.

EDUCATION/EXPERIENCE:

- College degree in business, education, technology or other related field OR
- Two years work experience in a closely related position OR
- Combination of education & experience appropriate

LOCATION: Eudora office and remote work
Extensive national travel is required, rare international travel

_____ _____

Signature Date