



Position: Implementation Specialist

Location: **Hybrid: Remote / Commerce, GA**
of openings: **minimum of 2**
Employment duration: **Full time**
Pay range: **TBD**
Travel: **Yes - REQUIRED**

Submit Resume to:
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Position Description

The K-12 Solutions Group Implementation Specialist position involves working directly with new customers during the initial implementation of Infinite Campus, working with existing customers for ongoing staff development, and training district users on additional Infinite Campus Premium Products.

Job Responsibilities

- Work with the K12SG Project Manager in designing implementation plans for new customer districts
- Learn and understand the fundamentals, premium products, and advanced features of using Infinite Campus
- Perform software product training on location at a customer site and/or via a virtual environment
- Deliver high-quality training to districts on all aspects of the Infinite Campus SIS
- Constantly remain up to date on the new functionality of Infinite Campus and apply a thorough understanding of the Infinite Campus Application. Self-directed personal learning is required.
- Provide ongoing implementation support to new districts
- Work cooperatively with the K12SG Support Team to assist with customer support cases
- Travel is required to customer districts
- Provide high-quality and engaging virtual training
- Other related duties as assigned by your manager

Desired Background

- Previous experience using Infinite Campus SIS preferred
- 2+ years of professional technical or K12 teaching experience
- 2+ years of experience working in a customer service environment
- Excellent demonstrated communication (verbal and written), presentation, organization, and team skills
- Time management skills and pays close attention to detail
- Ability to work both independently and as part of a team
- Ability to multi-task and work in a multi-application environment
- Both soft and technical customer service skills, along with a customer-focused delivery, are required.
- Ability to follow standard methodology practices when training new districts in implementing the Infinite Campus Student Information System.
- Capable of motivating groups of adult learners in creative ways.

Performance Expectations

- Perform job responsibilities as directed with a high degree of quality and professionalism
- Establish and maintain positive and productive work relationships with K12SG staff and customers
- Limited weekend and evening work and travel should be anticipated
- Demonstration of time management and organization / manage travel requirements
- Close attention to detail and high degree of organization
- Display of professional dress code
- Ability to determine and apply training techniques specific to the customer's interest level
- Participate in self-directed professional development on Infinite Campus product functionality
- Accurately report all customer billing and expenses immediately after training or event