

## **Implementation Specialist**

PEB XLDent is seeking a full time Implementation Specialist. Candidate must be a graduate of a 4-year college and/or have comparable professional experience. Must demonstrate strong oral and written communication skills. Must be an organized person capable of handling multiple work assignments. Must be a team player capable of working in groups. Must be able to travel.

### **Essential Duties & Responsibilities:**

- Acquire advanced working knowledge of all related systems, software applications and hardware; and, become certified on these products.
- Educate and instruct new and established XLDent clients and their office personnel on current and future systems and applications on client sites as well as other locations.
- Responsible for project management and completion of XLDent Transitions Guide with client, including QC of Conversion Data when applicable.
- Promote and sell PEB products to clients.
- Provide ongoing technical software support to new and existing clients and act in the capacity of Systems Support Representative when in the office.
- Suggest and document program enhancements as seen from a client/user viewpoint.
- Suggest and document program enhancements as seen from a support viewpoint.
- Document all client contacts.
- Keep supervisor and pertinent departments aware of client requirements via internal meetings and memos.
- Assist with software updates/enhancements including hands on testing and verification.
- Attend and/or conduct periodic user group meetings as assigned.
- Perform quality control functions and system check off procedures on systems prior to installation.
- Fulfill office time requirements and on client site time requirements. Travel is required. This includes additional time and weekend travel when necessary.
- All other duties as assigned.