



Implementation Support Specialist

Location: Cincinnati, OH or Portland, OR

Summary: The Implementation Support Specialist (ISS) provides support to the Implementations Team for client configurations and deployments. The primary focus of this position is to monitor and resolve issues as well as to support customer implementations to the eLynx WPS, uSign, and SwiftView Systems and Applications. The (ISS) acts as the sole technical liaison for issues requiring escalation to the Professional Services team.

Career Development Path:

The Implementation Support Specialist position is considered a stepping stone on the Implementation Engineer career path.

Primary Responsibilities:

- Support
 - Act as the senior liaison between technical support, professional services, and network operations
 - Provide Level 2 support for escalated issues from Technical Support for all eLynx products
 - Assist with document mapping for the uSign tool for client production changes and new client implementations
 - Assist with new client implementations by performing the build of the delivery site or workgroup as well as configuring the site based on the customer requirements
 - Build and assist with client deployment of software Gateways
 - Build and Support SwiftSend Enhanced Reporting
 - Design and build customer branding solutions
 - Weekly on-call support within rotation with Implementation Engineers
- Resolution
 - Monitor and resolve escalated issues related to eLynx products
 - Document Processes and procedures for assigned tasks
 - Process improvement initiatives
 - Assist with new client deployments
 - Restore client documents after deletion upon request
 - Provide training to Technical Support resources for new and updated products and services
 - Assist Technical Support in building the Knowledge Base for support
 - Assist with testing procedures with QA and Implementation Engineers

Required Knowledge, Skills, and Abilities:

- Minimum 2 years technical experience
- Strong interpersonal and communication skills
- Expertise in both internal and external customer service/relations
- External customer relationship skills:
 - Ability to respond to the customer's needs and involve whoever is necessary to help resolve the problem
 - Must have proven record of creating a positive, efficient working atmosphere and relations
 - Extremely positive customer service orientation

- Excellent teamwork and collaboration skills
- Excellent interpersonal and communication skills
- Self-directed and creative resolution seeker
- Equally productive in group and solo project work
- Ability to prioritize workloads, must be able to work quickly, efficiently at multiple tasks and projects and take initiative in fast-paced business environment
- Strong listening and effective interpersonal and communication skills (both written and oral) with a customer service focus in order to interact competently with peers, functional managers, and customers

Preferred Knowledge, Skills, and Abilities:

- Experience with WPS, uSign, and SwiftView products strongly preferred
- BA in a technical specialization such as Systems Analysis preferred

Shift/Work Hours

While this position primarily works during standard business hours, the incumbent must be available to cover adhoc project deadlines and deployments. **SOME OVERTIME IS REQUIRED.**

Occasional travel required

How to Apply

Please submit a resume and e-mail/letter of interest to Human Resources careers@elynx.com.

Hiring occurs via Human Resources in the Portland, OR office for all vacancies. Please do NOT contact the Cincinnati office. Applications sent directly to the Cincinnati office will not be considered. Open until filled.