

Software Training & Implementation Specialist

JOB SUMMARY

Winner of the 2017 Long Island Innovator Award and NY State Education Department 2019 NDEAM Nominee, eVero Corporation is a software development and IT consulting company. We are currently looking for a motivated and tech-savvy individual to fill the Implementation and Training Specialist position in our organization.

Reporting to the Director of Client Success, the Implementation and Training Specialist is responsible for assisting the software development department with tasks involving, the support and implementation of eVero's digitalAGENCY product, including communicating with eVero's clients and vendors.

PRIMARY DUTIES & RESPONSIBILITIES

Client Relationship/Implementation Support

- Display strong and effective inter-personal and communication skills and ability to interact professionally with a diverse group of clients and staff.
- Communicate with Clients regarding support issues, questions, system update notifications.
- Schedule meetings and calls (on site and zoom) with clients.
- Help manage initial Data Load and onboarding process
- Complete Onsite and Remote Training for Traditional Services and Self Direction Service Implementations

User Guide / Training Materials

- Prepare training materials and videos
- Prepare presentations
- Assist in the creation of product user guides for eVero's custom EHR software platform - digitalAGENCY.
- Provide support for online training

Testing/ Support (Level 1)

- Gain knowledge of all eVero's software products.
- Provide Level 1 support for eVero's software products.
- Respond promptly and professionally to "Trouble Tickets" / "Bug Reports"
- Test new features of eVero's software as requested
- Perform other related duties incidental to the work described herein in support of the Company.

QUALIFICATIONS & REQUIRED SKILLS

- Must possess willingness to learn about the I/DD industry niche and client population.
- Ability to solve problems quickly and completely.
- Ability to multi-task and stay organized in a dynamic work environment.
- Ability to disseminate tasks.
- Possess a positive attitude.
- Possess good communication skills.
- Ability to write documentation and manuals.
- Ability to work productively on a team.
- MS Office (Word, Excel, PowerPoint, Outlook)
- Bachelors Degree

REQUIRED EXPERIENCE

- Undergraduate degree in business, communications or related field
- Customer Service
- Working in an office environment, and as part of a team

WHAT EVERO OFFERS

We know that hard work has to be balanced out with fun and quality of life. This is why we offer:

- A casual and comfortable work environment.
- Cafeteria conveniently located in the building
- Fully stocked Coffee room with all the necessary trimmings.
- Fully equipped Gym in Building
- Team building & community outreach events
- Convenient to LIE/495 and Route 110

We offer a competitive salary with a comprehensive benefits package including medical, long term disability, 401K, Dental, Aflac, PTO and a flex-spending program. The salary will be commensurate with experience.

If you are looking for a friendly environment and to be a valued team member, contact us today!

Contact with resume, cover letter and salary requirements:

Jeannine Azan

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PH: 516-750-4485

eVero is an Equal Opportunity Employer (EOE) and takes great pride in building a diverse work environment. Qualified applicants are considered for employment without regard to age, race, religion, gender, national origin, sexual orientation, disability or veteran status.