



Implementation Consultant

The **Implementation Consultant** works within the Professional Services Team (PSG) on specific software implementation projects in partnership with clients, advising them how to use Constellation Dealer Management System (DMS) Software products to meet their business objectives or overcome problems.

The **Implementation Consultant** is responsible for consulting with the customer to set up and configure the OPE software to improve efficiency in all areas of their business operations. This includes working with the customer to understand their current environment and business processes to identify gaps and challenges as they prepare the customer for the transition to the OPE DMS Software. Responsibilities also include training prior to deployment of the new application as well as post go live training.

Responsibilities include:

- Exercise of discretion and independent judgment with respect to matters of significance as related to the software implementation project
- Setting up process review meetings
- Analyze the customer's business process and confirm interface requirements
- Analyze the client's work process to determine the proper setup options for each module and configuring or customizing as needed
- Coordinate the receipt and disposition of data files that need to be converted
- Serve as the liaison between the data conversion engineer(s) and the Customer
 - Analyze the client's work process to determine the proper setup options for each module and configuring or customizing as needed
- Manage engagements through project management best practices against a defined project plan
- Schedule, track and communicate client implementation milestones and training both written and orally
- Clearly communicate and set client expectations
- Train client end users and administrators on software features, functionality, workflow, best practices and optimization as needed
 - Provide customized training on various modules of software as determined by the client
 - Create customized training materials as needed
- Troubleshoot and resolve complex client issues during implementation
- Follow up with clients in a timely manner
- Conduct handoff to support meeting post implementation

Experience/Skills include:

- Minimum of 5 years of software implementation experience/prior consulting experience
- Minimum of 5 years of experience in a technical support role/environment preferred
- Experience with enterprise software implementations/previous experience with a DMS
- Experience with windows/Client Server/SQL platforms
- Excellent customer-service skills
- Experience in project management/PMI certification a plus
- Independent self-starter with a can-do attitude
- Must be comfortable and competent in a public speaking / training role
- Must have excellent consultative and communication skills



- Minimum BS, preferably in an Accounting or IT related field
- Accounting software experience a plus

Travel: up to 40% when necessary (across North America to customer sites, as well as other Constellation offices)

Location: remote opportunity, with travel when required

Permanent, Direct Hire

If you are interested in this opportunity, please [click here](#) to send a resume to our HR team.