

**Position:** Junior Implementation Specialist

**Location:** North Vancouver, BC

**Reports to:** Manager of Implementation and Education

**Remuneration Guide:** Consistent with qualifications and experience

## Role

The primary responsibilities of the Junior Implementation Specialist are to communicate with clients who have signed on to use our software, and take them through the process of implementing our software from receiving their requirements to setting up their database to training the end-users on using the software to manage their electronic medical records. Training will be done using multi-dimensional training approaches.

The Junior Implementation Specialist departmentally reports to the Manager of Implementation and Education. For projects and activities will report to other personnel within Intrahealth. This role involves liaising with all departments internally as needed.

## Scope/Impact

- Deliver training for practices ranging in size from one to one hundred plus physicians
- Follow implementation plan, adapting to client, and assessing any necessary changes on an ongoing basis
- Requirements analysis with clients to assess any extra implementation or training needs
- Configuration of client database to reflect clinic staff and workflow
- Adapt training content to client needs as necessary
- Create training plan for clients
- Deliver standard training of software usage using a variety of delivery methods such as, classroom setting, individual training and group presentations, and computer based training packages
- Assess clients' learning needs and adapt training delivery to accommodate audience of all skill levels
- Provide product training to internal staff
- Refine and develop training documentation adhering to documentation standards and specifications
- Document any changes to internal processes as necessary
- Serve as a single point of contact for all training-related items or deliverables
- Act as a liaison between Intrahealth and the client
- Assist with managing ongoing relationships with many Clients
- Provide input into strategic product development and prioritisation to ensure that products are meeting current and future needs of clients
- Participate in non-site activities, such as new version road-shows, customer focus groups, etc.
- Provide guidance and support to clients during go-live of software use
- Adheres to Intrahealth's Quality Manual and Procedures – (ISO 13485:2003)

## Requirements

- Minimum of 2+ years teaching and/or software trainer and curriculum development in a similar environment
- Solid basic understanding of IT applications
- Travel within Canada is required
- Experience using Microsoft applications such as Word, Excel, Visio, Outlook and MS Project
- Experience with adult training methodologies ideal
- Demonstrated proficiency in training delivery and support of various software applications in multiple environments
- Dedication to customer service and tangible ability to develop and deploy solutions for customers
- Ability to think strategically and wear multiple hats
- Strong written and verbal communication skills
- Strong problem-solving and decision-making skills
- Strong organizational, time management and prioritizing skills
- Ability to work under strict deadlines and extra hours on assignments if needed
- Ability to work independently and in a team environment
- Ability to evaluate the effectiveness of the training and course outcomes
- Must have, or have access to a personal vehicle for travel to client sites on a regular basis

### **How to Apply**

To apply for this position, please visit the Intrahealth website Careers page. Please include a resume, and a cover letter with salary expectation.

<http://intrahealth.ca/careers/>

All received resumes will be reviewed. Please ensure your phone number and email is on your resume and the position you are applying for is stated clearly in your cover letter. Thank you.