

Position:	Sales and Implementation Consultant – Practice Systems (IHGO Division)
Location:	North Vancouver
Reports to:	Vice President – Practice Systems
Remuneration Package:	Base: XXX KPI based on criteria as defined in this JD to a maximum of XXX, weighted as follows: <ul style="list-style-type: none">• 50% sales based on targets as set by VP Practice Systems and CEO• 25% implementation (Post implementation surveys and customer reviews)• 25% other (supporting PS Activities such as Data Transfers, Content Building, teamwork, etc.)

Intrahealth Overview

As part of Intrahealth restructuring, Intrahealth will focus on two segments managed by independent teams. The new division entitled 'Practice Systems' will focus on the small/medium business segment.

The Small Business Segment will have a primary focus on "Doctor's Offices" representing >90% of this segment with our current customer base. Intrahealth has made a strategic decision to move to SAAS for this segment, so our goal is to deliver all services by remote.

Strategy, Marketing and managing the business segment will be the responsibility of the Vice President. The offering will be delivered through a team of Sales and Implementation Consultants. The team will initially be centralized in the Canadian Office and may expand to regional offices if/when warranted by the business.

Roles and Responsibilities

SALES:

Sales activities will be delivered remotely to a global audience using standard web tools and technologies.

- Managing the sales cycle (Lead, Follow up, Close)
- Creating and delivering sales quotes
- Delivering Sales Demonstrations
- Closing sales, through to receipt of signed customer contract

- Management and coordination of add on doctor sales contracts, add on sales such as Accession, SMS, AERO, and termination requests
- Management and coordination of Service Requests and SOW's for current customers in this segment
- Other sales and marketing activities such as:
 - Roadshows, Workshops,
 - Attending or supporting Conferences, Tradeshow
 - Creating and upkeep of sales and marketing tools
 - Supporting the VP in other Sales and Marketing initiatives
- Organizing roadshows for prospective customers to create scale economies where this can be justified

IMPLEMENTATION:

Implementation includes all activities post sales to go-live and will be delivered remotely to a global audience using standard web tools and technologies.

- Customer coordination and communication using standardized implementation methodologies, tools and materials
- Internal coordination and communication to IHGO Global Operations (set up and coordination of Data Center environments, etc.)
- Delivering Training
- Ensuring a successful implementation through to go-live
- Implementation may include Data Transfer coordination (customer facing activities, and internal coordination with IHGO Global Operations performing the technical activities)
- Post Implementation go-live support
- Handover to Support Services
- Other Implementation activities such as:
 - Maintaining and improving the process, documentation, materials etc.
 - Creating and maintain regional base containers
- With very large sales, onsite is a possibility, but the decision must be made on a case by case basis. Less than 75-100k sale is unlikely to be approved, especially if remote from Vancouver.

ADDITIONAL ACTIVITIES TO SUPPORT PRACTICE SYSTEMS DIVISION

- Identifying and supporting product gaps
- Supporting internal training needs
- Providing ongoing feedback and presenting ideas to grow Practice Systems Segment
- Roadshows, customer sessions, etc.

Note: While the focus is 'remote delivery' some travel may be required, in the exceptions noted above

Requirements

- 2+ Years Health industry knowledge and experience
- Clear communicator (verbal and written)
- Can work both independently and as part of a team
- Ability to work in a fast-paced environment
- Drivers License, and ability to drive if required
- Ability to travel nationally and internationally if required
- Canadian citizen or permanent resident

Preferred Experience

- Sales experience (Health IT preferred)
- Implementation experience (Health IT preferred)
- Training experience (Health IT preferred)
- Customer Service Experience