



Join **Hobsons**, the leader in the business of delivering solutions that support education professionals in the preparation, recruitment, management, and advancement of students! Hobsons provides Web sites for students, as well as marketing solutions, enrollment technology, and student retention solutions for schools. Hobsons empowers education professionals with the tools they need to help students make the best decisions throughout the educational process.

Implementation Specialist

Due to continued growth within the Hobsons Sales Team we are currently looking to appoint an Implementation Specialist to work in our London-based office.

Summary:

Organizes and conducts the initial set-up of Hobsons Tier 1, Tier 2, and or Tier 3 products, working closely with the salesperson to ensure a smooth hand off from sales and the success manager to assure that the implementation work is carried out effectively.

Accountabilities:

- Conducts and leads implementation kick-off calls with clients to outline processes and expectations and to gather business requirements
- Creates and executes project work plans and revises as appropriate to meet changing needs and requirements
- Communicates deliverables and timelines regularly to the client to ensure the project remains on time and on budget
- Coordinates with the End User and/or Creative Services teams to set up the products
- Organizes and builds requirements within the product
- Manages day-to-day operational aspects of a project and scope
- Tracks and reports hours on a daily basis
- Encourages clients to attend online training classes and recordings where applicable
- Conducts product training where online training classes and recordings are not available, if training is needed for the specific product being implemented

- Ensures project documents are complete, current, and stored appropriately and that the SFDC project is up to date with all pertinent project information, communications, and documents
- Identifies "add-on" sales opportunities as they relate to a specific project
- Ensures a smooth hand off to the success manager post-implementation if applicable
- Maintains in-depth knowledge of our products and stays up-to-date with ongoing product releases
- Travels to client sites to conduct the implementation visit where applicable – 50 to 75%
- Monitors travel costs to ensure budget is not exceeded, and prepare budget reports to justify expenditures
- Participates in any in-house training for new hires where applicable

Required Experience, Skills and Education:

- Bachelor's degree required
- 1-3 years work experience required
- Extensive travel required (50%–75%) if applicable to the specific position and discussed with manager
- Knowledge of Microsoft Office Products (specifically Excel and PowerPoint)
- Working knowledge of HTML
- Knowledge of the software industry
- Knowledge of the higher education market a plus
- Key Success Factors:
 - Adaptability & Composure
 - Communication
 - Teamwork
 - Customer Focused
 - Planning & Organizing
- Demonstrated ability to build strong relationships with team members and clients
- Proven ability to manage multiple priorities while delivering high quality results
- Strong communication and presentation skills

Please submit résumé and cover letter to:

lmartin@hobsons.com