

## **Billing Conversions & Projects Support Specialist**

### **Job Purpose**

This position will communicate and train clients for use of Elation Software through the conversion process. Configure Elation Tables and validate accuracy of client data. Manage projects by working with clients and development staff to implement Elation functionality. Encourage best practices through site visits and training sessions.

### **Location**

This position will be full-time in Mitchell, SD. Remote work will NOT be considered for this position.

### **Essential Functions & Responsibilities** *(including, but are not limited to):*

- Work with new clients and development staff to validate data and align client software use with Elation best practices in the Conversion process, striving for consistency and best possible conversion results.
- Assign conversion tasks to team members and monitor use of the conversion console.
- Meet regularly with the conversion team to communicate progress or issues of the conversion process.
- Review areas of User Feedback to monitor client requests.
- Work project requests from clients and professional services.
- Recreate, enter, test, and close software bugs found.
- Increase knowledge base and skill level of internal staff by offering training.
- Present Webinar and eLation eLevate sessions to increase client knowledge of Elation functionality.
- Regular travel to client sites is required for conversions and training site visits.
- Participation in After Hours Call rotation

### **Education and Experience Requirements**

Leadership experience and telecommunications industry knowledge are desirable. Degree in Business, Education, Technology, or similar preferred.

### **If you aren't excited to work for Innovative Systems yet, we want to tell you a little more about what we can offer to the right candidate:**

- Highly competitive wages
- Generous Paid time off
- 10 paid holidays
- 401(k) matching
- Company-paid family health insurance
- Company-contributions to HSA plan
- Company-paid employee Dental insurance
- Company-paid employee Vision insurance
- Company-paid life insurance
- Company-paid short- & long-term disability insurance