

## **Financial Management Services in Self-Direction Software Implementation Specialist**

Are you interested in using technology to make the world a better place? Annkissam provides operational and technology solutions to mission-driven organizations working in health and human services. We are looking to hire a full-time Implementation Specialist to join our team. This role is focused on implementing Financial Management Services software in self-direction, a powerful model of service delivery in Home and Community-Based Services. The Implementation Specialist will take the reins from the sales team once contracts have been signed and lead new clients through the implementation of the software. They will be responsible for identifying client goals, driving forward implementation timelines, and providing training and ongoing support to clients throughout the launch process and beyond. Applicants should have some background in customer service, project management, or software implementation. This position will operate with a relatively high degree of autonomy, so it will require the applicant to be detail-oriented, process-minded, and able to manage time efficiently while handling multiple projects. As we are a growing company, there is significant opportunity for advancement in this role. We are hiring for an immediate start.

An ideal candidate will be:

- A quick learner and a creative problem-solver who can conceptualize complex issues and connect the dots to articulate solutions
- Comfortable with navigating web-based applications
- Familiar with self-direction (also called participant direction and consumer direction) or software implementations
- An excellent communicator, both orally and in writing
- Someone with superb interpersonal skills, who builds and nurtures strong and lasting relationships
- Extremely organized, with a strong drive for efficiency
- Easily adaptable in a fast-moving environment and calm under pressure
- Comfortable working both autonomously and in teams
- Someone who approaches life with curiosity
- Passionate about using technology to help people
- We require a bachelor's degree or equivalent experience

Primary responsibilities:

- Work closely with clients to identify operational challenges, present solutions, and support client goals as software is implemented
- Drive forward implementations to successful launch within established timelines
- Develop an expertise in Annkissam software to be able to train and support clients on an ongoing basis
- Gather feedback from users to inform product development, and coordinate with the Product Manager to continually optimize the launch process
- Provide training to clients and manage training material used during client launches
- Work with software developers to document, escalate, and scope client-requested customizations
- Maintain and update product knowledge base in online help center to allow clients to quickly find information and answers independently
- Provide superior customer support over the phone or through our ticketing system

This is a salaried exempt position. Annkissam offers health, vision, and dental coverage, retirement contribution, paid time off, flexible schedules, and a generous holiday schedule. We are currently operating with staff choosing to come into our downtown Boston office if they choose, or choosing to work remotely due. We do not anticipate requiring in-office attendance in the near future. Once in-person work resumes an ideal candidate would be able to commute into our downtown Boston office, but we will also consider exceptional remote applicants.

We are not asking for responses from third party recruiters. If you are a recruiter, please do not contact us about this position.

Annkissam is an equal opportunity employer and does not not discriminate against any employee or applicant for employment because of race, color, creed, religion, sex, national origin, age, marital status, veteran status, sexual preference or disability.

To be considered, send a resume and cover letter to our hiring team at:  
[careers@annkissam.com](mailto:careers@annkissam.com)