**TITLE:**

Implementation Specialist

REPORTS TO:

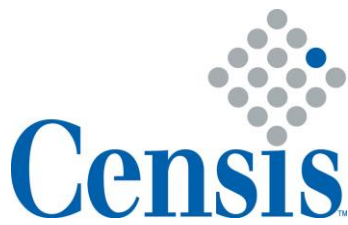
MANAGER OF PROFESSIONAL SERVICES

POSITION SUMMARY:

The Implementation Specialist is a critical role in the software implementation process as he/she is responsible for delivering high quality training of the CensiTrac application. An Implementation Specialist will work with all members of the Sterile Processing department, as well as their managers to design, implement and proactively manage a superior software experience for our clients. This position also requires the Implementation Specialist to manage customer data in preparation of any upcoming training. Communication within the Professional Services department is a crucial part of this role. This position reports directly to the Manager of Professional Services. The position requires strong interpersonal and communication skills, the demonstrated ability to work effectively in a team environment, as well as the ability to work independently to deliver solutions on time. Travel required up to 80%.

SPECIFIC RESPONSIBILITIES:

- Develop in-depth understanding of the CensiTrac product suite; a SaaS based end to end solution.
- Trains clients on all features and benefits of CensiTrac
- Builds enthusiasm and excitement for the product
- Provides demonstrations and in-services as needed at client sites
- Completes training checklists for clients
- Participates in software upgrade training
- Identifies installation problems, software bugs and /or necessary software modifications to Product Development
- Establishes and maintains client satisfaction during the implementation training process
- Actively participates in any project task required
- Hardware installation and/or troubleshooting
- Labeling – locations and containers
- Building container definitions
- Marking and identifying instruments



QUALIFICATIONS:**Required**

- 1-2 years Sterile Processing experience
- Exceptional presentation, communication and training skills
- Familiarity and ease with computer systems and common software products
- Strong problem-solving skills
- Well organized and detail oriented
- Excellent management skills
- Self-Motivated individual

Preferred:

- Certified in Sterile Processing of surgical instruments
- Experience implementing systems in healthcare environments
- Proficient in the use of Microsoft Office products, including Microsoft Project
- Experience with Salesforce and/or other project management software

Education:

- Bachelor's degree in Business, Information Systems or equivalent experience

About Censis Technologies

Censis Technologies based in Franklin, Tenn., is the industry leader in surgical instrument and asset management software. Censis offers multiple solutions, including CensiTrac, which is a highly advanced, web-based software system focused on maximizing OR throughput and regulatory compliance. Censis Technologies' software is deployed in hundreds of hospitals in the United States, Canada, and Australia.

To apply, please email careers@censis.com, attaching your resume and posting the job title in the subject line.