



Job Description for Specialist/ Snr. Specialist -Implementation

Position Title:	Specialist & Snr. Specialist - Implementation
Location:	Bangalore
Employment Status	Regular, full-time
Experience:	3-8 years
Salary	Commensurate with skills

ProHance Overview:

ProHance is a unique real-time analytics platform provides key actionable insights to leaders and business users to take informed decisions on occupancy, availability and business volumes. It's unique representation of data brings fantastic visibility into complex processes and helps them have complete control over their day-to-day operations.

ProHance in a next generation Omni-Channel Operations Management Platform being leveraged by Enterprises across their back office, chat and email servicing operations. ProHance provides an Intelligent Operations Management Platform that enables companies to holistically view their operations and identify opportunities for collaboration & optimization across an Enterprise.

Job Overview

Implementation specialist will be **responsible for the Implementation design, Deployment architecture, installation, integration and configuration of ProHance solution**. They will be responsible for the complete deployment of PH solution and taking a Project live under the supervision of an Implementation Manager/ Director. The person will work closely with Sales, Development and Customer Success teams and will require to obtain in-depth knowledge of PH solution offering.

Responsibilities and Duties

- Prepare the Architecture diagram of PH deployment design
- Prepare a Project plan for deployment
- Setup Application Server, Database and configure ProHance Application based on the Deployment Design
- Prepare installation guides for the Customer IT SPOCs in order to assist them in PH software deployment
- Configure and customize the PH Application based on Client requirements
- Coordinate with customer to resolve any issues related to network, deployment and/or other technical challenges that might come up during the course of Implementation
- Monitor the Application and Project health during the Implementation cycle
- Establish and maintain all technical project requirements and project materials
- Manage all communication with clients and internal stakeholders
- Train client technical staff on all Admin related activities



- Liaison with various internal cross-functional teams like Sales, Development, support and Customer Success

Experience and Qualifications:

Candidate should have

- 2-5 years of relevant experience in SaaS Implementation rollouts or technical customer support.
- Understanding or experience with enterprise software or SaaS
- Basic hands-on experience in setting up Database & Middleware
- Hands on experience in working on Application configuration through UI
- Hands on experience in WFM Tools & Solutions (e.g. NICE, Verint, Aspect). Has worked in (one or many) of WFM Roles (Forecasting / Capacity Planning / Scheduling OR RTA on the operations floor)
- Hands on experience on WFM tools including Configuration / Generation of Scheduled & Reports.
- Any experience in integration of WFM Tool with ACD System will be a plus.
- Experience in client engagement and doing effective telephone and email communication
- Should have more eagerness in learning and experimenting new things
- Excellent Communication skills
- Experience in AWS & LINUX is a plus
- A Bachelor's Degree in IT, CSc, Engineering or related field