

Job Posting – Solutions Specialist - HR



General Description

For over 25 years **SRB Education Solutions Inc.** has delivered a growing range of software to meet the administrative needs of the North American K-12 education sector.

We are seeking to fill the position of **Solutions Specialist – Intermediate** for our **Human Resources** application. This is a full time, home-based, permanent position. Preference will be given to candidates in Western Canada.

This position reports to the Client Services Manager, as a member of the Support & Services Team providing dedicated support and training to our clients.

Duties & Responsibilities

Primary Responsibilities

- Function in the role of Solutions Specialist in conjunction with the Client Services Manager and other team members on new customer/new license installations. Liaison with Client Services Manager and the client for the duration of the implementation process. Work collaboratively with the Product Development and IT teams on product and IT set up and data conversions.
- Develop product area expertise in alternate product areas (Finance, HR, Payroll)
- Travel to client sites, train and implement SRB software; including conversion and conversion analysis, pre-implementation planning, pre-training and customer service. Upon completion of services, prepare and document services/installation project outcome.
- Delivers customer-requested training or consulting sessions on software modules- (remote or on-site). Prepare and document business specifications and project outcome.
- Conduct on-site or remote Business Application Audit Services and Training for customers. Prepare assessment audit report with recommendations.
- Deliver on service opportunities as assigned. Work with Client Services Manager to coordinate and schedule application installation and training activities (remote or on-site).
- Promote additional add-on products and services to clients. Seek service opportunities.
- Configure and participate in product demonstrations. Write, edit and maintain documentation for products, support, and services. Documentation may include, but is not limited to: product manuals, release notes, client communication, setup guides, FAQ's, training videos and training materials.
- Conduct internal product quality control testing when required.
- Conduct internal product, support, and service orientation and training for new SRB personnel.
- Attend User's Group conference if required; prepare and deliver presentations as assigned.
- Complete timesheets; ensure proper entry and allocation of time to ensure accurate time entry reporting and billing to clients.
- Requirement to work on special projects as needed.
- Responsible for supporting Research & Development initiatives.
- Other related duties as assigned.

Duties & Responsibilities - continued

Secondary Responsibilities

- Act as escalation point and consultant for the Support Team and Product Development Team.
- Work as Software Support Analyst, responding to application and problem management support calls from clients. Carry out detailed problem definition, analysis and research to identify the source and nature of the problem; replicate/analyze client issues; provide resolutions or recommendations for each call.
- Provide internal training to Support and Service Team members.
- Produce and conduct webinars for the client community.
- Produce content for the eNews.

Skills Required

- Previous experience as a Software Support Analyst or Solution Specialist with SRB
- Experience with the SRB Product Suite, specifically HR modules
- An understanding of the technical platforms used by K-12 clients (networks and hardware configurations)
- Basic understanding of ERP Systems
- Experience with VMS applications
- Basic understanding of query scripts and how they can be used
- Excellent communication and training skills (oral, written and group presentation skills).
- Highly motivated and client-oriented.
- Excellent spoken and written English.
- Strong problem solving and analytical skills; Ability to work calmly under pressure.
- Ability to multi-task and prioritize; Proven record of completing projects
- Strong team player with positive attitude.
- Results and detail oriented. Superior diagnostic, troubleshooting, service skills.
- Self-motivated, results-oriented individual with a high degree of energy and competitiveness.
- Strong attention to accuracy and detail.
- Enthusiasm and discipline for working in a remote environment.
- Professional manner, balanced with ethical behavior and judgment.
- Able to provide leadership and direct focus for the team.
- Valid driver's license with proof of insurability.
- Ability to travel within Canada and the US

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Education & Experience Required

- Experience as a Software Support Analyst or Solution Specialist with SRB.
- Experience with SRB's Product Suite, specifically HR.
- Certification or work experience in Software Support or Training.
- Previous work experience in K-12, Education/HR sector background.
- College Diploma or University Degree in computer related field or Equivalent combination of education and experience.

To Apply for this Position

Send your resume via email to:

Resumes@srb-es.com

SRB Education Solutions Inc. – *A member of StarDyne Technologies*

For additional company information, please visit the following website:

www.srbeducationsolutions.com