



**Company:** Myers

**Position Location:** Westfield, MA

**Position Available:** Implementation Specialist

**Starting Date:** Immediate

For nearly three decades, Myers has been a pioneer in broadcast management software solutions. We primarily support independent media facilities that produce or acquire their own content and are responsible for managing that content throughout its entire lifecycle. Our software solution ProTrack, is the culmination of a collective focus on producing the world's most capable system -- one that ensures operations are efficient, manageable, and profitable.

Myers continues to grow and we're looking to hire a customer focused Implementation Specialist for our Westfield, Massachusetts headquarters.

**Position Summary:**

Reporting to the Director of Professional Services, the Implementation Specialist role involves assessing existing and new customers' needs and supporting them through the onboarding process to Myers' products. It entails providing creative solutions based on carefully listening to customers' requirements and challenges, and a thorough understanding of Myers' highly configurable and modularized system. The successful candidate will be a fast learner, organized, demonstrate keen attention to detail, and be friendly and patient.

**Major Accountabilities:**

- Provide exceptional customer service and training to clients by phone, email and via web
- Participate in customer implementation kick-offs and requirement gathering sessions
- Configure the Myers' product to meet the needs and requirements of the implementation
- Provide regular status updates to Project Manager on implementation deliverables and milestones
- Regularly follow-up with customers and ensure implementations stay on track
- Ensure that implementations are smoothly transferred to Technical Support through proper and thorough knowledge transfers
- Assist clients with troubleshooting and issue resolutions with a focus on customer service
- A self-starter who can take responsibility managing clients and issues with the ability to work in a fast-paced, demanding, thriving environment
- Ability to maintain in-depth product knowledge and stay up-to-date with ongoing product releases all while maintaining a high level of customer delight and satisfaction
- Keeping management and members of the team updated on critical product issues
- Documenting all inquiries in company shared documents and/ or ticketing system as required
- Documenting problem resolution in knowledge base for repeat use
- Assist and support the Sales, Technical Support and DevOps teams when required.
- Self-starter attitude with a keen understanding of how to improve and create efficiencies

**Qualifications, Skills and Competencies:**

- Bachelor's Degree or Diploma in a relevant discipline
- 3+ years ProTrack and/or broadcast operations experience is preferred
- Proficient with CRM tools (e.g. Salesforce.com) and Microsoft Office

- Excellent project management, analytical and problem-solving skills
- Superior listening, written and verbal communication skills
- Technically inclined with a strong understanding of online/web-based tools
- Ability to prioritize a high volume of incoming inquiries
- Technical proficiency and an interest in new technology and software
- A desire to provide strong customer service in order to delight our current and future customer base
- Results-driven with an ability to foresee challenges and plan ahead
- Willingness to go beyond the core areas of responsibility to ensure the business is able to achieve its goals

If you're looking to make a dynamic move to build a career and join a fast-paced, exciting organization, send your resume, cover letter and salary expectations today to [employment@myersinfosys.com](mailto:employment@myersinfosys.com). Thank you in advance for your interest. Myers is an equal opportunity employer. However, due to the volume of resumes received, only those candidates selected for interviews will be contacted.

*If you require accommodation during the recruitment process, please advise in your cover letter when applying for the position and all efforts to provide the appropriate accommodation will be put into place.*

#### **About Myers:**

Myers' foundation is built upon an amazing team of developers, and an equally zealous group of broadcast management media experts based in our Westfield Massachusetts headquarters. Together, the company represents more than just a name. We're looking for amazing people to join our growing company, and we're looking for smart, nice and great-at-what-you-do people. We can't continue to make the magic happen if you don't have the same passion and drive that represents our culture and organization. We believe that our employees are our greatest asset and by allowing the talented team at Myers to engage and thrive to their best potential, our success continues to grow as we build careers through hard work, employee engagement and of course, fun!