

JOB DESCRIPTION

Title	Implementation/Application Specialist
Status	Full-time, salaried/exempt
Reports to	Vice President, Services
Location	Remote working position. Initial training in Phoenix, AZ.
Position Scope	CXT Software, a leader in providing automation technology to expedited delivery and distribution businesses, is seeking an Implementation Specialist. In this role, you will develop a comprehensive understanding of CXT Software's X Dispatch software suite, install and configure it across our nationwide customer base, and train new customers. You may have to travel occasionally. You will be acting as the face of CXT Software and interfacing directly with customers, understanding their needs and configuring the software to meet them.
Key Success Criteria	<ul style="list-style-type: none"> • Excellent interpersonal skills • The ability to manage time effectively • The successful candidate will exhibit a strong sense of project management, customer service, and both written and verbal communication • The ability to learn, configure, and deploy software, while conforming to best practices and documentation
Position Responsibilities	<ul style="list-style-type: none"> • Install enterprise software remotely on new customers' servers • Review and analyze customers' business models and develop tailored solutions to each problem utilizing CXT Software suite of applications • Map the configuration of our X Dispatch software suite to the customer's business • Set up and deploy both customers owning their own hardware as well as customers using our hosted product • Counsel and help customers determine what system components they need such as mobile devices, workstation and server operating system versions • Effectively manage multiple implementation projects at once • Train staff (remotely or on-site) • Provide go-live support
Candidate Requirements	<ul style="list-style-type: none"> • Ability to quickly ramp up on CXT Software's X Dispatch software suite • Bachelors degree or better in a technical related field such as CS, CIS, MIS, or NT COMM • Experience with Microsoft Windows XP/Vista/7 and Server 2003-2008 • Solid experience with Microsoft SQL Server 2000-2008 • Strong data conversion and update skills using SQL Studio or related products • Excellent oral and written communication • High level of proficiency in computer hardware, software, and networking technologies • Ability to travel occasionally
Candidate Desired Qualities	<ul style="list-style-type: none"> • Strong Microsoft SQL Server skills, fluent in building queries • Strong documentation and written skills • Excellent customer service experience • Administrator-level experience with Microsoft Windows Server 2003-2008, including setting up roles, reading event logs, troubleshooting problems and suggesting improvements
CXT Software Benefits	CXT Software offers competitive pay, 401(k) with company match, paid vacations, holiday and personal time, and medical/dental benefits



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Note to Applicants

CXT Software is an equal opportunity employer. We value the diversity of our workforce. No third parties please. We are unable to sponsor H1b applicants at this time.

www.cxtsoftware.com