**Implementation and Support Specialist**

Q-nomy, Inc. **Irvine, CA**

If you love technology and you're all about features and how the results optimize business flow; If you like to see how your work changes the way people work; If you really like to chat with customers face-to-face or online to understand their business needs and provide solutions, then this is the job for you!

**Major Duties and Responsibilities:**

·      Implement and configure software

·      Face to face and online training

·      Provide level 1 support which might lead to level 2 support

·      QA before implementation

·      Documenting manuals

·      Customer follow up

·      Travel: 20-30% (must be 25 years or older; ability fly and rent a car)

**Required Skills / Experience:**

·      Strong presentation, communication and interpersonal skills

·      Ability to work independently and in a team

·      Detail-oriented and organized

·      MUST be professional and speak perfect/proper English

·      MUST be good with computers, software, and hardware

·      MUST work well under pressure

·      MUST know how to use SQL and IIS (junior tasks)

·      MUST have great people skill and very patient

·      Training/Consulting/Support experience is a plus

·      Software Enterprise Sales experience is a plus

·      Software Development and Design is a plus

·      Bachelor's degree is a plus

Salary: **$40,000 to $50,000 a year, depending on experience**

Job Type: Full-time - Junior Position