



Job Description

Job Title: Implementation Engineer
Department: Client Services
Reports To: Client Services Manager

Summary

Under general supervision, the Implementation Engineer is responsible for the successful implementation and deployment of technically complex software solutions in the client environment. The Implementation Engineer regularly exercises discretion and judgment while performing the duties and responsibilities of the job.

Essential duties and responsibilities include the following. Other duties may be assigned.

- Acts as the client's technical advocate within the company; promotes thoughts and ideas that contribute toward a more efficient and productive implementation of ATLAS products for the client
- Understands the various deployment options of ATLAS products and maps these options to fulfill real-world client workflows and needs
- Creates detailed technical checklists and processes that need to be followed for the implementation in a new client environment, or version upgrades of products in an existing client environment
- Analyzes client's business rules and effectively communicates them to development, quality assurance, documentation, support, and other individuals or teams
- Assists in the development of test plans for alpha and beta phases of the implementation, based on client specific business model
- Prepares and provides product demonstrations for clients
- Prepares and provides product training for clients
- Works closely with the development & QA managers to ensure delivery of quality product to clients
- Develops solutions and educates clients in the various stages of the product implementation cycle
- Promotes and maintains a positive relationship with other technical staff and departments to support the successful implementation of ATLAS products
- Assists the implementation project manager in preparing project plans, client business model analysis, design specifications and proof of concept documents.
- Assists in the training and mentoring of new implementation specialists.

Supervisory Responsibilities

This position has no direct supervisory responsibilities.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Highly organized with the ability to learn quickly, and understand and explain technical information
- Must be able to analyze technical issues and develop creative solutions which minimize risk and ensure successful deployment of software solutions
- Must work effectively under intense pressure to meet the demands of resolving critical technical issues that address client business needs
- Excellent written and verbal communication skills, including ability to comprehend and communicate technical information precisely and unambiguously
- Good interpersonal skills; extremely motivated and flexible
- Exceptional time management and organization skills
- Must be able to manage and coordinate multiple, complex technical issues
- Overnight travel required – approximately 25%

Education and / or Experience

- B.S. in computer science or related field; equivalent work experience will be considered
- 2+ years related experience (e.g. software development; analysis or implementation in a customer facing role)
- Advanced degree (M.S. or Ph.D. in computer science) or related field will be considered in lieu of work experience requirement
- Laboratory experience highly desirable
- Prior software development and data migration experience desired

Technical Skills

- Working knowledge of VB.NET, C++, C#, ADO.NET, ASP.NET a plus

Language Skills

The position requires exceptional English written and verbal communication skills including presentation skills and the ability to comprehend and communicate technical information precisely and unambiguously.

Mathematical Skills

Must be able to analyze and present quantitative data. The candidate should be able to compute basic mathematical functions such as addition, subtraction, division, and percentages.

Reasoning Ability

The candidate should be able to analyze and interpret data relating to various projects and resolve issues and problems that arise.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work will be conducted in a standard office environment. Temperatures are regulated by facilities management and are not within the control of the individual. Most work is conducted in an open-cubicle area with associated distractions. Business professional attire is required when interacting with clients, potential clients and vendors, etc.

Overnight travel is required to client sites and the implementation engineer must be able to travel without restriction.

About Atlas

Established in 1989, Atlas Development Corporation is a rapidly growing best-of-breed solutions provider to some of the most recognized names in healthcare. Atlas Medical connects doctors to leading national and regional laboratories for diagnostic test ordering and results reporting, and Atlas Public Health provides mission critical bio-terrorism and infectious disease surveillance systems to state and local governments. We are the best at what we do. Our web-based, database-driven applications utilize the latest software technology. We are currently seeking talented individuals to join our team of dedicated professionals.

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