

Software Implementation Specialist

We're growing our team and we're in search of a Software Implementation Specialist who loves helping people. Our clients are our focus, and your role is critical in strengthening those relationships. You are the go-to person that people lean on for help. This is a full-time position at our headquarters in Pittsburgh, PA. We believe that innovation happens when people come together so you'll be in the office most of the time with our core team. However, we are results driven and support a flexible work schedule.

What You'll Do

Ultimately, you are eager to learn new software and have a passion for helping others to learn and love our software. We need someone to respond quickly and think creatively to solve problems. You'll become an expert in the use of our PERFORM[®] app and will share that expertise with our clients. This is a new position for us – one that is dedicated to teaching tech to 'non-techies'. As such, you'll be challenged to embrace the needs of a vast array of users across an industry that is traditionally slow to adopt technology.

In addition, you will:

- Lead successful client education, roll-out and technical response efforts for our PERFORM app with new clients.
- Host user training sessions to communicate technical information such as new features or changes to the app, in accessible language via phone/web calls, emails, webinars, etc.
- Build and maintain a library of software support documentation to proactively aid users by developing implementation guides, instructional training tutorials/videos, product release notes, and FAQs.
- Respond in a timely manner to end-user requests for technical support for the app, including responding to calls, emails and help desk 'tickets'.
- Communicate end-user experience and feedback to the app development team at all stages of software development.

What You'll Bring

- Mission driven. You are here for a purpose and not just a paycheck.
- A positive outlook with a service-oriented attitude and you enjoy the challenge of helping to solve problems.
- A minimum of 2 years software-centric customer service.
- Excellent written and verbal communication skills. We collaborate a lot internally and externally across multiple platforms, and open communication is key to our success.
- Ability to simplify technical guidance and instructions for non-technical users.
- Experience creating or maintaining end-user training and support documentation.
- Confidence and discipline to work independently, coupled with a desire to work as part of a team.
- Inherent accountability to yourself, your fellow team members and our clients. We do not micromanage; if it takes putting in extra time, you just do it.
- A mindset that "stuff happens," and you roll with it. You're comfortable with interruptions happening because you manage your time wisely and prioritize the important tasks.
- Demonstrated ability to learn new software and technology quickly.
- Proficiency with Microsoft 365/Office Suite (SharePoint, Outlook, PowerPoint & Teams) and knowledge of other project management software (Slack, Jiram Trello or similar).

Additional 'Positives' (but not requirements):

- Bilingual (English and Spanish).
- Experience designing and producing educational/training video content.
- Experience in the residential construction industry.

Opportunities for Growth

We are a small and versatile team, open to changes that position our best talents in the right places to succeed together. Looking ahead, we anticipate a number of opportunities for growth with this role as our company expands, depending on your interests, talents and the commitment you bring every day. We don't have a crystal ball, but we do prefer hiring/promoting from within.

Who We Are

IBACOS is a small business with a big impact. In pursuit of the better home, we create new products and technologies for the homes of today and tomorrow. We dream big and pursue ideas to solve the homebuilding industry's greatest challenges. To make the biggest impact, we join forces with many of the industry's most influential players - big homebuilders, global building products manufacturers, and leading government agencies. We help large, national homebuilders deliver quality construction through consulting services, training, and quality assurance software. We help the industry deliver quality construction through new product development ideation & development, consulting services, building science training, and quality assurance software. We are proud of our 30+ year history, improving hundreds of thousands of homes and the lives of the people who live in them.

Email your interest to careers@ibacos.com.