Software Implementation/Support Job Description

Joining: Maximum within 30 days.

Interview Process:

Technical interview

- Ahmedabad / Gandhinagar Candidates:
  Round 1: Technical Interview at our Titanium City Centre Office.

- Outstation Candidates :
  Round 1: Telephonic Interview
  Round 2: Technical Interview at our Titanium City Centre Office.

- **Job Description**

- Configure, implement, and demonstrate Sufalam Solutions Pvt Ltd software product offerings for new and current clients. The implementation specialist is also responsible for training for both administrators and end-users. Document all customer interactions in designated CRM, and provide excellent customer experiences.

- Essential Duties and Responsibilities include the following. Other duties may be assigned as required.

  Meet with clients, who are in various stages of project management, in order to ensure all aspects of Sufalam Solutions Pvt Ltd system are deployed to client's satisfaction and specifications.

  Work with new and existing clients to provide in depth training in the set up, and use, of system and applications.

  Provide client support and technical issue resolution via E-Mail, phone, or on-site. Identify, and correct/and or advise, on operational issues in Sufalam Solutions Pvt Ltd client systems.

  Maintain open and professional communications with all Sufalam Solutions Pvt Ltd's colleagues, partners, clients and vendors to ensure maximum customer satisfaction and business efficiency.

  Able to promptly answer support related email, phone calls and other communications.

  Self-motivated, solutions driven, detail-oriented and organized.

  Make product enhancement requests based on current, and future software capabilities.

  Excellent communication (oral and written), interpersonal, organizational, and presentation skills.