

IMPLEMENTATION & CLIENT SUPPORT SPECIALIST

Vertifi Software delivers state-of-the-art products and services to the financial services industry, and particularly the credit union community, drawing on approximately forty years of experience as part of the EasCorp (Eastern Corporate Federal Credit Union) family. Vertifi was first to offer Remote Deposit Capture solutions commercially in the United States and remains today innovators of proprietary and industry-leading digital banking and payments solutions.

Vertifi is seeking a self-motivated individual as Implementation and Client Support Specialist to not only research and solve problems, but also effectively communicate with customers toward a resolution. If you possess a strong technical aptitude coupled with the ability to teach/coach clients through a positive implementation experience and a high level of help desk support, we would like to speak with you!

POSITION RESPONSIBILITIES

- Conduct product implementation training sessions for new client users primarily via teleconferences and/or webcasts
- Effectively manage and prioritize multiple projects, tasks, and key timelines that align with client implementation expectations
- Maintain accurate and complete documentation on the status of ongoing implementations
- Respond to email and telephone requests from service users for inquiries and assistance
- Troubleshoot and resolve product support inquiries in a timely manner with focus on providing a high level of customer service
- Perform quality assurance testing of product updates and new product rollouts; document release updates, test scripts and test results and report identified issues timely for resolution and retesting

POSITION REQUIREMENTS

- Client support experience and/or minimum of two years' experience cultivating client success relationships in related field. Associate degree/certifications in Information Technology a plus.
- Familiarity with web-based "webinar" tools and a working knowledge of MS Office Suite including PowerPoint.
- Demonstrated verbal and written communication skills.
- Excellent organizational, time and task management skills.
- Strong analytical and troubleshooting skills.
- Strong working knowledge of Windows and Apple operating systems and product suites; internet browsers including Microsoft Edge, Chrome and Firefox, as well as Apple and Android mobile devices.
- Previous experience in customer service, banking, financial services or call center experience is a plus.

Hourly wage: \$33.00 - \$40.00 per hour

Vertifi offers a competitive salary and benefits program, including medical, dental, LTD, 401K with employer match, 11 paid holidays, as well as sick and vacation days. A newly renovated cafeteria and fitness center are located on site. [Apply now!](#)