

# Product Implementation Specialist Job Description

---

- Responsible for servicing the product after purchase
- Visit customers and perform a walk-thru of the facility, and gather information that will aid in a successful implementation
- Guide the product team from the company to perform the implementation at the customer's facility
- Render onsite training to the customer during implementation
- Provide after implementation call to the customer's facility to review the project and identify any gaps that may exist
- Serve as backup resource to the sales team for online/Onsite demonstrations of the product
- Perform product training to the sales team
- Respond to customer submitted support requests as needed
- Partake in product development meetings to comprehend new functionalities and provide report on customer feedback
- Travel to customer facilities as necessary for implementations.