

Job Title: Software Implementation Specialist

Location: Remote-UK

Pay Scale: £26,000 – £40,000

About Us

Windowmaker Software Limited is a leading software company specializing in solutions for the window and door industry. With over 30 years of expertise, we have built a reputation for innovation and reliability, delivering products that are used by businesses worldwide. We pride ourselves on providing exceptional customer experiences and fostering long-term client partnerships.

Role Overview

As a **Software Implementation Specialist**, you will play a critical role in deploying our software solutions for new and existing clients. Your responsibilities will include guiding customers through setup, configuration, and integration processes, as well as providing tailored training and ongoing support. You will act as a trusted advisor, helping clients maximize the value of our software to meet their unique business needs.

Key Responsibilities

Implementation and Onboarding

- Collaborate with customers to understand their requirements and tailor software configurations.
- Guide new customers through the setup and implementation process.
- Install, configure, and optimize the software for seamless integration with client systems.
- Conduct software updates, testing, and patches as necessary.

Data Management and Customization

- Create, modify, and manage datasets for customer projects.

- Ensure data accuracy and integrity within the software.
- Resolve configuration and data-related challenges.

Training and Support

- Provide customer training on software functionality, workflows, and best practices.
- Deliver expert guidance on maximizing software capabilities to align with business goals.
- Offer technical assistance through phone, email, and remote access to resolve issues efficiently.

Collaboration

- Work with the development team to address customer-specific requirements and software improvements.
- Collaborate with sales and implementation teams to ensure a smooth onboarding experience.
- Maintain clear and effective communication with customers, building strong and lasting relationships.

About You

Essential Qualifications and Skills

- A degree or relevant experience with strong computer proficiency.
- Minimum 4 years of experience in a technical implementation or customer support role.
- Exceptional analytical and troubleshooting skills.
- Proven ability to work independently and manage time effectively.
- Excellent written and verbal communication skills.
- Proficiency in Microsoft Excel, including advanced formulae.
- Hands-on experience with Microsoft SQL.

Desirable Skills

- Fluency in additional languages such as German, Spanish, or French is a strong plus.

Why Join Us?

At Windowmaker Software, we value collaboration, innovation, and professional growth. As part of our team, you'll have the opportunity to work with industry-leading software that impacts businesses worldwide. We provide a supportive and flexible work environment that empowers you to excel in your role, balance work-life commitments, and develop your skills.

Application Process

Interested candidates are invited to submit their resume and a cover letter detailing their relevant experience and explaining why they are a good fit for this role.

Equal Opportunity Employer

Windowmaker Software Limited is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Note: This job description is intended to provide a general overview of the position and does not encompass all responsibilities and tasks that may be required.