



Implementation Consultant Workflow, Case Management, Artificial Intelligence

Who We Are: Kim Technologies is an award winning early stage Software-as-a-Service provider of an enterprise Knowledge Management platform that leverages artificial intelligence capabilities. Our platform is applicable to a wide range of business functions, although our strongest initial traction has been within the legal sector. We are headquartered in Bridgewater, NJ with operations in the United Kingdom.

The Role: We are looking for a hands-on Implementation Consultant to join our New Jersey team. This is a great opportunity for the right individual to grow professionally with a young, leading edge software company. To be successful and have fun you need to be a self-starter who enjoys having different challenges every day and can operate as part of a small, high-caliber team in a fast-paced entrepreneurial environment.

Key Responsibilities:

- Become a functional expert on the Kim platform and use that expertise to inform your work with clients and prospects.
- Work directly with clients and prospective clients to define project scope and business requirements and processes.
- Manage the implementation process using Kim's standard methodology.
- Hands-on configuration of the various capabilities of the Kim platform to meet client requirements and creation of related documentation.
- Provide training and workshops to client system administrators.
- Act as the primary point-of-contact with clients on project deliverables.
- Collaborate with the Kim product development team on new client features or requests and to troubleshoot any reported issues from clients.

Requirements:

- Bachelor's Degree
- 3+ years' experience as a software implementation specialist or business analyst for a software company or business process outsourcing company
- Excellent communication skills
- A proactive, positive mindset
- Enjoy solving problems and being known as the expert
- Experience with case management or workflow management systems would be a plus, but is not a requirement
- Unlike similar positions, most of our implementations can be handled remotely, so overnight travel requirements are modest

Please, no third-party agencies.