



Job Description: Configuration Consultant

Customer Success

Following another year of rapid expansion Kim is looking for two individuals to join our Customer Success team:

- 2 x Configuration Consultant (1 x UK/Europe and 1 x USA)

This team helps our customers maximize their return on their investment in Kim by sharing best practice, helping customers utilize existing Kim functionality and introducing new Kim functionality. It also supports our own and partners business development activities.

Your Profile

Reporting to the Head of Customer Success, you have experience in deploying and/or configuring business software in mid-to-large organizations.

You have good organization and communication skills and can work collaboratively with a range of stakeholders in customers, partners and the rest of the Kim team.

You are comfortable in configuring Kim as part of a bigger project team plus supporting pursuit demonstrations.

You bridge the gap between business needs (what problem are we trying to solve?) and technical/configuration requirements (how are we going to solve it?).

You enjoy being part of a small, high-caliber team, working in a fast-paced environment.

You are a self-starter who enjoys and embraces different challenges every day.

You are comfortable working remotely and flexibly, where deliverables and deadlines are key not how many hours you are in the office.

Responsibilities

To be successful, have fun and become part of the Kim team you need to:

- Become a functional expert on the Kim platform and use that expertise to work with customers, prospects, and partners.
- Work directly with customers and prospective customers to help define scope and business requirements and process.
- Be or become a competent User of MS Office and Visio.
- Support the customer/partner business development and implementation process using Kim's proven standard methodology.
- Provide best practice implementation and training and workshops to customers and partners.
- Act as a point-of-contact with customers and partners on the configuration elements of projects you support.
- Collaborate with the Kim product development team on new features, requests, or reported issues from clients.

Experience

- It is preferred but not essential that you have experience in configuring/implementing Kim
- You have degree and/or equivalent real world professional experience.
- You are likely to have 1-3 years' experience as a configuration specialist low code developer for a software company or business process outsourcing company.
- You have excellent communication skills and know how to combine professionalism with having fun at work.
- You probably have experience with case management or workflow management systems.
- It is helpful, but not required, if you have experience in the Legal industry and/or contract management.

Salary Range

The salary range for these roles is:

- 2 x Configuration Consultant
\$35,000-\$55,000 (£25,000-£40,000)