

JOB POSTING: IMPLEMENTATION CONSULTANT – CRG EMPERFORM

DESCRIPTION:

Company:	Corporate Renaissance Group
Division:	CRG emPerform
Location:	Ottawa, ON
Job Type:	Software Implementation & Support
Experience Level:	2-3 years
Industry:	Human Resources Software

CRGroup is seeking a highly energetic and self-motivated Implementation Consultant to join the emPerform team. The Implementation Consultant would be a key member of the implementation & support team, responsible for planning & executing the set-up and training of CRGroup's award-winning employee performance management solution, emPerform. This is a full-time position.

Key Responsibilities:

- Lead the implementation and optimization of emPerform at client sites.
- Interface and meet with prospects and clients as needed for any of the following: software implementation or upgrade, problem resolution, enhancements, specialized reporting, training, pre and post-sales support.
- Implement software while adhering to the project management model for smooth delivery of standard implementations.
- Manage deadlines, milestones and deliverables for multiple implementation projects.
- Assist the Sales team in presenting the software to key prospects during detailed demonstrations.
- Address technical questions; occasionally provide backup to existing technical support staff; resolve customer technical issues and concerns.
- Develop and deliver customer training, both onsite and remote.
- Collaborate with clients to optimize their Employee Performance Management (EPM) processes using emPerform.
- Master the capabilities of emPerform and advise customers on how to most effectively use the solution to meet their business requirements.
- Identify opportunities to improve the system and disseminate client feedback to the relevant departments within the organization.
- Work with team members to define, prioritize, and implement selected enhancements.
- Assist with technical aspects of configuration including installation and deployment for on-premise customers; set up of Single Sign On functionality and automated employee data integrations.
- Liaise with development team on customer related technical queries and support items.

Ideal Candidate:

- Knowledge and experience in HR technology sector or some overall HR functional experience.
- Technical aptitude: high proficiency with web-based systems and MS office, SQL 2008 or higher knowledge.
- Communication skills are extremely important: must be able to communicate at all levels within any organization; excellent written communication, verbal communication, active listening and presentation skills.
- Be a self-starter; able to work productively with minimal supervision.
- Able to provide occasional support outside regular business hours.
- Willingness to travel 5-7 days per month.
- Strong business process, time management and analytical skills are essential.

Education Requirements:

- University degree; preferably in Business with a specialization in HR or Information Systems.
- 2-3 years of business systems implementation or support experience.

ABOUT US:



Since 1989, Corporate Renaissance Group (CRGroup) has been a global provider of innovative business solutions that improve business performance and increase efficiency. CRGroup is a member of the Microsoft Partner Network headquartered in Ottawa, Canada, with offices throughout Canada, South Africa, India and the United States. For more information, visit <https://crgroup.com/>



CRG emPerform is an award-winning employee performance management software solution, one of many solutions offered by CRGroup. This all-in-one suite includes robust functionality to simplify and automate core talent management processes, including: performance appraisals, compensation management, 360° multi-rater feedback, succession planning and reporting. emPerform is easy-to-use, highly customizable and guarantees the best value in talent management software. emPerform has a diverse client base in industries such as healthcare, logistics, manufacturing, not-for-profits, public sector, and financial services. To learn more, visit: <https://employee-performance.com/>

A GREAT PLACE TO BE...

Get involved in some exciting and groundbreaking endeavors. Become a part of our community and you'll find yourself in an innovative and challenging environment where the sky's the limit, and you'll be working with a group of professionals whose reputation for quality and excellence is second-to-none.

If you're a technology-loving self-starter, seeking to expand your horizons in a dynamic, high-growth environment, we're looking for you. We offer a generous benefits plan, lots of fun social events, and co-workers who are committed to providing leading-edge products and services.

APPLY NOW:

To apply for this position, please send your resume to careers@crgroup.com