



Implementation Specialist I, Onboarding

- St. Louis, MO, USA
- Full-time

Company Description

Blending cutting-edge technologies, unique skill sets and proven cyber counterintelligence strategies, SpearTip partners with our clients to protect shareholder value, shield corporate reputations and enhance long-term profits. We are driven to protect our clients from the ever-changing threat actors and become the gold standard in detecting zero-day vulnerabilities.

We are driven by our core values: tenacious, consistent, decisive, continuous learning, accountable and collaborative. These values define our culture, and we strive to employ technical experts who have the right character, attitude, and motivation necessary to deliver exceptional service to our clients. We are looking for new talent in the St Louis area to be a part of our growing team!

Job Description

An Implementation Specialist I supports external clients with implementing technical systems, software, hardware or solutions. This role evaluates use cases and client needs to develop configurations that support business processes, as well as defines and executes delivery and implementation plans. Additionally, an Implementation Specialist I may be involved in pre-sales product demonstrations or assist in scoping projects or developing proposals. Your responsibilities include collecting data about company objectives and facilitating training sessions for company employees. Depending on the size of your client company and the scope of the system implementation, you may work independently or with a team of implementation specialists. As an implementation specialist, you report to an implementation manager or engagement manager.

Key Responsibilities:

- Initiate the implementation process immediately after a sale is closed and transitioned

- Audit and assess the client's company to see how to best customize and improve adoption rate
- Customize the delivery and communication cadence based on your assessment and the client's requests
- Installation or guidance to client's teams of software and integration configurations
- Training client's staff to successfully utilize the product

Knowledge, Skills & Abilities

Technical skills: Technical skills are the knowledge and ability to use software, applications and technology. This includes understanding how to use software and technology to solve problems, troubleshoot issues and identify vulnerabilities, and a solid understanding of the system specifications and capabilities.

Communication skills: Implementation Specialist I will communicate with a variety of people, including security analysts, managers, clients and other stakeholders. They also communicate with people in other departments, such as IT, to gather information or to request changes to the system. Effective communication is key to the success of an Implementation Specialist.

Problem-solving skills: As an Implementation Specialist I, you may be tasked with finding solutions to prevent security breaches or other problems that arise in the workplace. Your problem-solving skills can help you identify the source of the problem and develop a solution to fix it.

Research skills: As an Implementation Specialist I, research skills are important for gathering information about client environments, software and hardware configurations, along with potential threats and vulnerabilities. You may need to research information about new software, hardware, or security protocols. You may also need to research information about potential threats, such as malware, viruses or hacking attempts.

Minimum Qualifications

- Bachelor's degree with 0-2 years of applicable experience
- Additional professional experience may be used in lieu of a degree
- Ability to relate technical information to non-technical customers
- Strong communication, interpersonal and customer service skills
- Eligible to work in the United States without sponsorship

Preferred Qualifications

- Bachelor's degree in Computer Information Systems, Management Information Systems, Computer Science, Cybersecurity
- Industry recognized intermediate certifications (i.e. Security+, Network+, CYSA)
- IT MSP background

Additional information

At SpearTip, we strive to protect our clients 24/7, 365 days a year from the ever-evolving changes in cybersecurity. We take pride in our results and what we achieve. We recognize that life isn't all about work; we promote a culture that supports your personal goals and enriches your professional goals.

We provide excellent benefits to our team members. You could be eligible for:

- Competitive health, dental and vision coverage plans for you and your family members
- 401(K) Plan with 100% employer match up to the first 5%
- Paid Time Off program and paid holidays
- Opportunities to grow and promote through employee development and employer-paid training