

Implementation Specialist

Kofax Products and Consulting Services

Employment Type	Location	Compensation	Travel	Requirements
full-time employment	Downtown Toronto	Salary	< 10 %	English speaking; Authorization to work in Canada

Your Responsibilities

In this position, you will become an **expert for Kofax products** and will lead the **configuration** of new Kofax installations. Your daily tasks:

- Configure Kofax products based on requirements documentation and discussions. At the same time, you are expected to think ahead and bring up potential risks, misconfigurations and alternatives - not “blindly” implementing requirements.
- Assist CDIT project managers and the sales team by estimating efforts and assessing the feasibility of customer requirements.
- Give your feedback on customer-facing documents regarding their technical accuracy.
- Continuously learn about Kofax products, i.e. new product features, restrictions and limitations, best practices. Be the expert for all questions around Kofax products.
- Meticulously document new ideas, lessons learned and customer-specific knowledge in our internal knowledge base.
- Support existing Kofax implementations and work on customer's support tickets through our technical support system.
- Communicate implementation progress and project status internally.
- Lead internal lunch & learns for other implementation specialists and developers about specific Kofax topics.
- Identify potential opportunities for upselling.

Your Profile

- You excel at learning new software quickly and often have an intuitive knowledge about how product features work.
- You are a ninja with mouse and keyboard, working fast and with high precision.

CDIT Application Process



To be successful at this stage:

- Your resume clearly addresses the responsibilities and requirements. Put yourself in our shoes and tell us about your accomplishments that would indicate success in this role.
- Your cover letter/video shows that you are able to communicate in a professional manner while being highly analytical and structured.
- If you have a show case project from previous jobs, university or your personal life that depict your technical and/or analytical abilities, please share it with us.

Interested? Apply with your resume and cover letter/video at cdit.com/apply

- You have a technical background, preferably in programming and databases.
- You approach troubleshooting in a strategic way and are tenacious when called for.
- You are great at putting your own configurations to the test before you deploy them to the customer - minimizing defects at the root and making customers happy.
- You are a team player. At CDIT, we often do our work in pair-programming style.
- You deal well with interruptions and enjoy being consulted for your expertise.
- You are eager for knowledge and want to grow professionally.
- You understand the need to document well.
- You are not afraid to speak up in team meetings and able to communicate your ideas.
- Ideally, 4-6 years in a software implementation role OR a relevant university degree with co-op/internships. Salary will depend on experience.
- **Bonus points** if
 - ... you previously worked in implementation roles.
 - ... you have prior experience with Kofax products or other BPM and RPA solutions.
 - ... you have experience working in a small-sized consulting company.
 - ... you also have some knowledge in C# or SQL (not a requirement though, just a nice-to-have).
- You lean into challenges and feel motivated by the highly energetic environment that comes with the consulting business. **CDIT is intensely driven by customer needs.**
- Being a small-sized consulting company, we have a uniquely fast-paced environment at CDIT. **Reflect whether this is the environment that you see yourself thriving in. Time management skills are essential at CDIT.**

About CDIT

- **Who are we?**
 We are a small professional services team based right in the center of Downtown Toronto. CDIT has been delivering expertise and excellence around **Kofax products** for 25 years. Our enterprise customer base consists mainly of financial services companies and government/regulatory organizations across Canada. We are a big fan of multidisciplinary roles and as such our project team members wear the following hats: Account

Manager, Business Analyst/Project Manager, Implementation Specialist, Developer, QA Tester. Currently, we are looking for a **dedicated Implementation Specialist** to expand our technical team and independently conduct Kofax configurations. The clear goal is for you to become a Kofax expert, gradually building up your technical expertise.

- **What do we do?**

Our customers love our expertise around Kofax products (<https://www.kofax.com/>). Kofax is a long-standing industry leader in the enterprise software market around process automation. Our consulting activities are centered around Kofax solutions for Document Imaging Workflows, Business Process Management and Robotic Process Automation (RPA); namely Kofax KTA, Kofax Kapow RPA, Kofax Capture and Kofax Transformation Modules. For this newly created position at CDIT, we are looking for an individual setting out to consistently deliver high-quality Kofax installations. If you read until here, use "CDIT's HERO" in the subject line of your cover letter or video. It signals to us that you are truly interested.

- **What do we value?**

- + A strong work ethic and commitment to goals.
- + A passion to give a 100% for customers resulting in a consistently great CX.
- + Analytical yet creative minds and fresh ideas.

Benefits

- Young and dynamic team as well as experienced leaders.
- Personal coaching and feedback on your progress by senior leadership and peers.
- Small company giving you the ability to experiment. We are very open to new and better ways of doing things.
- Opportunity to drive automation initiatives for many of our large Canadian customers.
- Learning and development opportunities (including certifications, especially Kofax related)
- Located in the heart of Toronto (St. Patrick Station)
- Very modern toolchain: Slack, Zoom Meeting, Jira & Confluence (coming), Google Docs/Sheets, Airtable
- Personal Trainer/Gym in the building (with discount for CDIT employees)
- Starbucks coming to the building soon



Interested? Apply with your resume and cover letter/video at cdit.com/apply

Document Classification	Date Posted	Page 2 of 2
Job Description	11/07/2019	