



Implementation Specialist

Implementation Specialist – Full Time (remote available)

ABOUT US

Akademos provides higher education institutions with a full-service online platform to manage course materials, from monitoring adoptions and compliance to purchasing textbooks to measuring utilization. We give school administrators a single platform to streamline course adoptions and meet compliance regulations. For students, the platform simplifies the purchasing and access of materials through a personalized portal that connects with school SIS, LMS, and payment systems.

WHY US

As a rapidly growing company with a mission to help reduce the cost of education for students, we take pride in the value we bring to our schools, and we believe that it all begins with the value we place on our employees.

Akademos employees are excited and energized by change. We use our knowledge to quickly solve today's problems while thinking innovatively how to make processes better for the future. We have the highest levels of trust, respect, and dignity towards our work and each other. We prize innovation and creative thinking, and expect everyone to engage beyond their day-to-day responsibilities. We are committed to a creative, fun, and respectful environment where we can help Akademos grow in its mission together and achieve personal individual growth as well.

We offer a comprehensive list of benefits including: paid time off, medical, dental, and vision coverage, short and long-term disability, life insurance, 401(k), healthcare spending and reimbursement accounts, Employee Assistance Program, paid parental leave, and other workplace and wellness perks.

We are an Equal Opportunity Employer and do not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, and basis of disability or any other federal, state, or local protected class.

ABOUT THE JOB

Akademos is seeking an Implementation Specialist to join our Projects Team. The Implementation Specialist will play a leading role in the onboarding of all our new higher education clients. Each new account will undergo a technical integration project which will connect the institution's data systems to the Akademos online platform. This role is responsible for creating a project plan for each client, detailing the tasks that need to be completed for timely onboarding. Additionally, the Implementation Specialist will work closely with internal teams to ensure client quality standards and expectations are met. While coding/programming is not a required skill for this position, candidates must demonstrate the ability to communicate effectively ("talk tech") with IT team members.

After the onboarding of a new client, the Implementation Specialist will continue to act as one of the primary contacts for addressing client inquiries as well as introducing product enhancements, ensuring the ongoing success of our institutional clients. This position will report to the Sr. Product Manager. Training will be provided.

ABOUT YOU

- Outstanding written and oral communication skills with the ability to communicate to audiences in and outside the organization
- Understand customer requirements clearly and develop project plan, scope and deliverables
- Monitor project progress on a regular basis and identify and correct any potential delays or complications
- Educating clients on the various products and solutions available and provide recommendations based on specific client needs
- Recognize and recommend improvements to all internal processes and procedures to ensure the optimal level of customer satisfaction
- Assist in preparation of technical and functional documents and other project reports

BASIC QUALIFICATIONS

- 1-3 years of project or account management experience or equivalent is required
- Bachelor's degree or equivalent
- Advanced Microsoft Office skills
- Digitally and technologically fluent

Position type: Full time; local or remote positions available

Travel: Little to none

To Apply: Visit the Akademos website (<https://info.akademos.com/apply>) and fill out all the fields. To be considered for this job, a cover letter must be submitted including a brief description (1-2 sentences) about why you are interested in working with us at Akademos.