



52 Hillside Court  
Englewood, OH 45322  
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## **Installation Specialist**

### **ERP Products (Financial, Utility Billing, Income Tax)**

#### **Job Summary:**

We are looking for well-rounded, energetic Installation Specialist that will be responsible for implementation and/or support of our municipal software products, in particular our Financial, Income Tax, and Utility Billing software applications. Civica CMI is looking for someone who has creativity, technical consultancy experience, and a passion for providing outstanding customer service. This person will be on the front line so it is essential and imperative that the qualified candidate be able to express themselves clearly and concisely.

#### **Job Responsibilities:**

- Project planning and execution in addition to project reporting
- Setting and managing client expectation and scope
- Installation and configuration of CMI Authority ERP products
- Trouble-shooting product installations, ensuring software activation and connectivity
- Configuring data integrations uploads and exports
- Working with associated technologies (including databases, operating systems, networks and security products)
- Guide customers through necessary configuration steps to achieve their objectives
- Deploy configurations on-site, when necessary
- Issue escalation and resolution

#### **Qualifications:**

- Proficiency in use of computers, spreadsheets, and computer processing a must
- Knowledge of and/or experience in a municipal government setting a plus
- Excellent analytical and problem solving skills
- A B.A., B.S. in Business, Finance or related field experience equivalence
- Ability to meet deadlines, perform duties with accuracy
- Flexibility and willingness to assume new duties and responsibilities
- Ability to maintain confidential information
- Self-reliant, ambitious, with a desire to succeed
- Ability to travel within Ohio and the Midwest
- A desire to provide a great customer service experience for all Civica CMI clients a top priority

#### **Company Information:**

**Civica CMI** is a **Civica Group Company**. **Civica** is an international market leader in specialist IT systems and business process services for the public sector. **Civica CMI** is a full-service computer consulting, software development, and systems integration company, committed to providing complete and well-supported solutions to meet the needs of its clients. **Civica CMI** provides an excellent benefit package for full-time employees, including medical, dental, vision, short term and life insurance, and a 401k plan. **Civica CMI** will not discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, gender identity, or national origin.