



Title	Implementation Analyst
Business	Managed Services
Reports to	Director of Implementation

Advocate is a consultancy of IT advisors and data scientists dedicated to helping companies optimize their technology infrastructure. Utilizing marketplace intelligence, decision analytics and acceleration capabilities, Advocate partners with its clients in innovative ways to save money, improve performance and deliver crucial insight to help them make the best possible decisions related to their cloud and network technology. That's why we work, Smarter. Together.

We are seeking an **Implementation Analyst** to join our Managed Services (MS) Team. If your expertise encompasses a deep understanding of Implementation processes and Best Practices for managing cloud, mobility, communications and/or collaboration technology and services, and you want to take your career to the next level, then look no further! At Advocate, you have the chance to partner everyday with the industry's best and brightest in a unique work environment - daily interaction with senior leadership, high visibility on all client projects, continuously growing product offerings, and tremendous opportunity for professional mobility.

RESPONSIBILITIES

- Serve as Subject Matter Expert on Advocate's underlying technology and Best Practices for its use by both Advocate and our clients
- Develop and maintain system and process documentation for use by Advocate internally and by our clients
- Develop and deliver training on the use of the portal and Best Practices for both Advocate internally and our clients
- Build, track, and report on a project plan based off industry Best Practices tailored around an implementation schedule for appropriate client size and scope
- Work creatively and analytically in a problem-solving environment demonstrating teamwork, innovation and excellence
- Understand interdependencies between technology, operations and business needs
- Manage multiple project timelines, resources, deliverables and overall project quality across multiple Centers of Excellence within Advocate
- Gather customer requirements by questioning and interpreting input from key client contacts
- Translate requirements into recommended approaches and strategies for client deliverables to achieve business and project goals
- Manage the overall client relationship during the on-boarding experience, including setting appropriate client expectations
- Manage the overall client relationship during a platform migration, including setting appropriate client expectations
- Analyze the procedures, products, and business practices of the client to align with Advocate's policies and procedures and negotiate mutually acceptable solutions and alternatives when necessary – making recommendations on best practices

SKILLS

- Exceptional oral and written communication skills
- Ability to evaluate, organize and manage scope of work and consistently meet deadlines
- Ability to build value and maintain relationships with Advocate and Client organization stakeholders
- Possess a creative approach to problem solving



- Lead by example with the ability to coach and develop team members
- Comfortable working in a fast-paced, collaborative, team environment

QUALIFICATIONS

- 4-year college degree
- Previous experience in Telecommunications infrastructure and vendors is preferred
- 3 years of implementation experience
- Strong working knowledge of Microsoft Office technologies, including Intermediate level with MS Excel
- Must provide Proof of Right to Work in the United States on the I9 Form

OPPORTUNITIES

- Join a company named to the **Inc. 5000** list of Fastest Growing Companies for **eleven consecutive years**
- Named one of the Top 100 Workplaces by The Atlanta Journal-Constitution
- Work daily with Fortune 500 Clients
- Opportunity for rapid career advancement

REWARDS AND BENEFITS

- Competitive base pay + incentive plan
- Incentive bonus plan
- Industry Competitive Health and Welfare Benefits
- Company matched 401(k) with immediate vesting
- Two paid days off for community service
- Flexible work arrangement to support a good work-life balance
- Professional development with a long-term career path
- Continuing education and training reimbursement
- Paid employee referral program
- Conveniently located near I-285, GA-400 and I-85; free parking

If you'd like to join the Advocate team, send your cover letter and resume for consideration to: careers@advocateinsiders.com