

## **Job Specification: Implementations Consultant**

**Location:** Hull (Hessle) **Department:** Implementations **Salary:** £30,000 – £35,000 Depending on Experience

**Job Type:** Full-Time / Permanent

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### **About AlarmMaster Pro**

AlarmMaster Pro is a cloud-based Field Service Management (FSM) software built to revolutionize fire and security services. We are passionate about delivering streamlined, efficient, and innovative solutions that enhance business operations. Our platform helps companies manage scheduling, compliance, and invoicing with ease. As part of our team, you'll have the chance to contribute to a fast-growing product that makes a significant impact on the industry.

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### **Role Overview**

We are seeking a highly motivated **Implementations Engineer** to join our dynamic team. In this pivotal role, you will be responsible for onboarding new customers by migrating them from their existing systems into AlarmMaster Pro. You will work closely with clients to understand their unique needs, ensure data integrity during migration, and configure the software to optimize their business processes.

This position is ideal for a proactive individual with strong technical skills, excellent communication abilities, and a passion for delivering exceptional customer experiences.

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### **Key Responsibilities**

- Lead the full implementation lifecycle for new customers migrating to AlarmMaster Pro.
- Assess clients' existing systems and data structures to plan seamless migrations.
- Collaborate with clients to gather requirements, ensuring that AlarmMaster Pro is configured to meet their operational needs.
- Perform data extractions, transformations, and uploads to facilitate the migration of customer data.
- Provide hands-on technical support during data migration and system configuration phases.
- Train customers on the use of AlarmMaster Pro, ensuring a smooth transition and effective adoption.
- Identify potential technical issues or gaps in implementation, proposing solutions to mitigate risks.
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- Liaise with internal teams (Support, Product, Development) to address customer feedback and enhance product performance.

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## Key Skills and Experience

### Essential:

- Experience in software implementations, system migrations, or data integration projects.
- Strong technical aptitude with experience in SQL databases, databases, data transformation, or system configuration.
- Exceptional problem-solving skills and the ability to troubleshoot complex technical challenges.
- Excellent communication skills, both written and verbal, with the ability to explain technical concepts in simple terms.
- Experience working directly with clients or customers to gather requirements and deliver tailored solutions.
- Highly organized with strong project management skills and the ability to handle multiple projects simultaneously.

### Desirable:

- Experience in Field Service Management or SaaS-based software.
- Knowledge of the fire and security services industry.
- Familiarity with REST API's and their functions.

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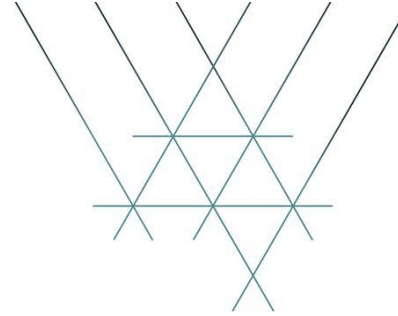
## Key Attributes

- Customer-focused mindset with a commitment to delivering outstanding service.
- High level of initiative, adaptability, and the ability to work independently.
- Collaborative team player with a willingness to share knowledge and best practices.
- Analytical thinker with attention to detail and accuracy.

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## What We Offer

- Competitive salary and benefits package.
- Ongoing training and professional development opportunities.



- A supportive and dynamic work environment with opportunities for growth.
- The chance to work with a forward-thinking, innovative product making an impact in the industry.

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### How to Apply

If you are ready to take on this exciting opportunity and help shape the future of AlarmMaster Pro, please submit your CV and a cover letter detailing your relevant experience to [antony.everington@asolvi.com](mailto:antony.everington@asolvi.com) . Or apply on the careers section of our website. ([www.alarmmaster.co.uk/careers/](http://www.alarmmaster.co.uk/careers/))

