



Opportunity Available

Implementation Specialist

JOB # TECH-IS1

About Us

Infrascale is a DR-as-a-Service company (DRaaS) and [Gartner Cool Vendor](#) for Disaster Recovery and Business Continuity Management. We're using the Cloud to eradicate downtime and bring affordable and simple disaster recovery to every company. To realize this vision, we're building a team of Disaster Recovery superstars. We have the products, the team, and the funding to deliver on this audacious goal. Want to help us?

Job Description:

The Implementations Specialist is a critical role and is responsible for the successful deployment of all Infrascale products that are installed at the customer location, from contract signing to full adoption and implementation. The ideal candidate will bring a host of experiences and a great attitude to the team. These include: project management, client relations, Linux and Windows server administration, and network architecture. This position will be based out of either our El Segundo, CA or Salt Lake City, UT offices.

Responsibilities:

- **Project Management:** Be accountable for deliverables, content, achievement of objectives and results. Create and own project planning including schedule, milestones, dependencies and critical paths.
- **Delight Customers:** Manage customer and internal resources and expectations to drive toward project milestones and overall project execution. Clearly communicate the status of all projects, issues with implementations, and solutions to senior management and stakeholders.
- **Brand Ambassador:** Serve as an ambassador of the Infrascale brand in all customer interactions, maintaining the highest level of professionalism and delivering world class service our clients have come to expect.
- **Get S&M Done (GSD):** Be action oriented, capable of independently solving technical problems and able to communicate clearly and effectively to both technical and business audiences.
- **Facilitate client meetings;** Articulate business requirements and functional specifications clearly and succinctly and address client questions head-on.
- **Continuous Improvement:** View all implementations as an opportunity to improve the product or process. Work as an escalation point for the Technical Support Representative when not engaged in implementations.
- **Liaise with Ease:** Participate in cross-functional teams, acting as an advocate for the client, to ensure customer needs are met through a more powerful Infrascale product.

Interact with sales, engineering, and product development to ensure continuity between the departments.

Required Skills & Experience:

- BS/BA degree or equivalent experience
- Perform technical implementation tasks, such as customer configuration updates. Ability to perform hands on technical work when needed.
- Previous customer service experience dealing directly with external customers
- Excellent verbal and written communication skills, along with project management and interpersonal communication abilities
- Proven ability to clearly identify business problems, key issues, communicate necessary decisions, facilitate problem resolution, and devise process improvements
- Ability to lead in troubleshooting and re-solving technical issues that arise during implementation of Infrascade products.
- Comprehensive, hands-on experience managing multiple projects and multiple project resources within defined schedules.
- Willingness to work flexible hours. May require limited weekend travel / work hours
- Willingness to travel approximately 50% of time
- Ability to work in a fast paced environment
- Goal oriented with superior work ethic
- Sense of humor and intellectual curiosity

Compensation DOE. Please email your resume as an attachment to careers@infrascade.com with the JOB# TECH-IS1 in the subject line.

LOCAL CANDIDATES ONLY. NO AGENCIES PLEASE.

Infrascade is committed to providing Equal Employment Opportunity to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, ancestry, sexual orientation, handicap or disability, Vietnam-era, special veteran, or any other legally protected status. This policy is established and administered in accordance with all applicable federal and state laws.

About Infrascade

Headquartered in El Segundo, CA, with global offices in Salt Lake City, Chennai, Bangalore, London, and Kiev. Founded in 2006, the company aims to give every company the ability to recover from a disaster--quickly, easily and affordably. Combining intelligent software with the power of the cloud is how Infrascade cracks the disaster recovery cost barrier without complex, expensive hardware, enabling any company to restore operations in minutes with a push of a button. Infrascade equips businesses with the confidence to handle the unexpected by providing less downtime, greater security, and always-on availability.

Visit www.infrascade.com or follow us on Twitter at [@Infrascade](https://twitter.com/Infrascade) for more information.