

Mid America Computer Corporation

Job Description

Job Title: Training / Conversion Analyst

Department: Client Services

Division: MACC

Reports To: Training Support Manager

Exempt/Non-Exempt: Exempt

Full-time/Part-time: Full-time

Revised Date: 03/29/2016

Job Grade: TBD

Updated: 03/11/2019

JOB SUMMARY

Paragraph describing the overall reason the job exists

Provide complete product analysis and training to MACC customers - assisting them in identifying their software application needs and developing a smooth and effective software transition plan.

KEY RESPONSIBILITIES

List key responsibilities directly related to the Job Summary

% of Time

- A. 40% Coordinate internal analysis and conversion requirement activities for Customer Master and Accounting Master installation and training.
- B. 20% Visit customer sites to complete a full product and system analysis, and document all requirements for conversion, installation & training.
- C. 10% Provide product and system analysis information to Conversions for efficiency and accuracy in conversion of data, and system configuration.
- D. 30% Provide installation and training services to MACC clients.

JOB DUTIES

Beginning with Key Responsibility A, list specific duties which support each key responsibility

Duty # Key Resp

Job Duty

- 1. A Coordinate internal analysis and conversion requirement activities for Customer Master and Accounting Master installation and training.
- 2. A Develop a complete system analysis to identify specific issues for each MACC Client preparing to convert to Customer Master or Accounting Master.

3. A Define potential conversion challenges. Analyze these challenges and determine best-case resolutions.
4. A Update and maintain templates and forms to support conversion and data-collection requirements.
5. A Provide a thorough explanation of Customers Master or Accounting Master expectations to each potential client.
6. A Work with Project Management, Sales, Account Management, and Conversion Programming to manage analysis, installation, & training expectations with MACC's clients. Monitor conversion processes and make modifications to the analysis program as-needed.
7. B Visit customer sites to complete a full product and system analysis, and document all requirements for conversion, installation & training.
8. B Provide product analysis services to clients, identifying their specific data and product requirements. Explain the importance of providing MACC with accurate data for conversion.
8. B Complete a full software system analysis for every company converting to MACC Customer Master or Accounting Master.
10. B Provide a detailed product demonstration of Customer Master or Accounting Master to MACC clients and their associates upon request.
11. C Provide detailed product and system analysis information to Conversions for accuracy in conversion of data and system configuration.
12. C Provide final system analysis instructions to Conversion Programming with recommendations for accurate conversion of data. Provide a complete and accurate conversion document to the conversion team – detailing specific conversion requirements and parameters.
13. C Work with the conversion and project teams to answer any conversion-related questions or discrepancies. Work as the liaison with the client to ensure that the conversion is accurate and detailed, while meeting timeline expectations.
14. D Provide Customer Master or Accounting Master training to MACC clients – ensuring that all MACC clients and their associates have a solid understanding of the application.
15. D Provide MACC University or web-based training as assigned.
16. D Provide written feedback (Training Overview) following each installation and training, documenting all outstanding issues for further follow-up.

PERSONAL QUALITIES

Describe the characteristics that exemplify the personal attributes required of employees to effectively integrate into MACC's work environment.

- Ability to effectively communicate through demonstrated verbal, written, and listening skills.
- Ability to work as part of a team by exhibiting a positive attitude and contributing to a professional environment.
- Ability to demonstrate integrity and solid work ethics.

- Ability to demonstrate a “can do” attitude through recommendations of creative solutions.
- Ability to demonstrate a competitive spirit by respecting established start times, managing allotted break periods, and working additional hours to deliver timely and quality products for potential sales opportunities and customer retention.

QUALIFICATIONS

Describe the knowledge, skill, ability, education and experience necessary to perform key responsibilities

Required:

- Bachelors Degree in marketing, management, accounting, education, or related field – or equivalent career experience
- 2-3 years’ experience in business analysis, accounting, marketing, project management, education, training or a similar professional field
- Ability to manage multiple projects under pressure and time constraints
- Experience using Microsoft Office products including: Excel, Word, Outlook, and PowerPoint
- Valid driver’s license and minimum age required for vehicle rental
- Able to travel a minimum of 75% of the time (60% by car, 40% by air)
- Flexibility in scheduling, travel & availability
- Able to communicate with associates and customers with a high level of professionalism
- Proven ability to perform detailed research & analysis for highly complex conversions.
- Ability to lift 50 pounds

Preferred:

- Experience working with MACC’s software applications – particularly Customer Master or Accounting Master.
- Training or support experience within an accounting, financial management, billing, or telecommunications industry.

PHYSICAL REQUIREMENTS

List the essential functions necessary to perform job duties

- Regular, reliable attendance
- Ability to work a minimum of 40 hours per week – often from a client location
- Ability to modify schedule according to client scheduling request
- Ability to work at a computer at least 75% of the time
- Ability to sit and/or stand for extended periods of time, ranging from 75-95% of the work day
- Ability to listen to business and/or technical requirements of both internal and external customers / co-workers to analyze requirements and document solutions
- Ability to work in a team environment exhibiting a positive and professional attitude, and with professional attire
- Ability to demonstrate manual dexterity to effectively utilize a personal computer keyboard or similar devices
- Ability to visually view information on a computer monitor or overhead projected screen, as well as any paper documentation supplied with business/technical specifications, document, and

manuals

- Able to speak clearly and understandably when providing web training, on-site training, or group training
- Ability to travel for extended periods of time by air or car
- Ability to lift 50 pounds
- Ability to demonstrate respect to co-workers by being at your worksite ready to work at established start time
- Ability to confidently present to small or large groups
- Effectively communicate in a positive and professional manner through written and verbal communications in all interfaces with customers/public, fellow MACC employees, and vendors that provide products or services to MACC.

REPORTING RELATIONSHIPS

List job titles and number of incumbents which report directly to this job

None