Job Description
Software Implementation Manager

Starlight is looking for an energetic, highly motivated individual to join our customer support team to provide new-customer onboarding project management, implementation consultation, and software training. This person will also provide ongoing technical support, troubleshooting and analyzing issues and solutions. This position requires an outgoing, confident individual with excellent verbal and written communication skills, and advanced computer skills. If you thrive in a fast-paced environment and have the ability to provide an excellent, 100% customer service focused experience to customers with every interaction, this is the job for you. The successful candidate will be a highly motivated, self-starter, who has a passion for excellence and values integrity, innovation, and success.

Why Work at Starlight?

Working at Starlight is similar to working at a startup without the uncertainty of whether or not the company will have money to keep the lights turned on. The product is in the early stages of our first cloud-based release, which means your decisions will have a lasting impact. The Starlight team is small but growing. We are a close, hard-working group excited about the Starlight platform and its potential. Our workplace is an open, collaborative environment, where feedback is welcomed. The Starlight platform streamlines logistics and billing for operators in the industry.

What You'll Do

- Lead the onboarding process for new customers.
- Develop an extensive working knowledge of the Starlight product suite; navigate through applications with speed and accuracy.
- Provide software application training using a variety of delivery methods including web-based and on-site training.
- Provide timely assistance to customers with technical issues (via phone and on-line), asking the appropriate questions for troubleshooting.
- Troubleshoot issues reported by customers and provide solutions.
- Facilitate problem-solving between end user and Starlight developers.
- Participate with Starlight developers and QA analysts in testing new releases of the product.
- Document, track, and report on product defects.
- Other duties as assigned.

Desired Skills / Experience

- 3+ years of software onboarding experience
- Experience in a consultative customer-service environment.
- Self-motivation to work under your own initiative as well as work within a team environment.
- Ability to work under pressure.
- Clear articulation and an engaging presentation style by phone or in person.
- Ability to relate to customers and staff in a professional and courteous manner.
- Exceptional phone support and software/hardware troubleshooting skills.
- Strong analytical skills, technical aptitude, and written/verbal communication skills.
- Ability to multi-task with strong attention to detail and accuracy a must.
- Ability to anticipate areas of difficulty and/or questions and quickly adapt training to meet the needs of Starlight customers.
- Ability to cultivate positive working relationships with customers and coworkers.

- Knowledge of project management best practices.
- Knowledge of Microsoft Office products – Word, Excel, Outlook, PowerPoint.

Job Type

Full time
Salary: $90,000 - $120,000

COVID-19 Considerations

To keep staff safe during COVID-19 we are allowing remote working schedules, requiring masks in the office, and meeting all local requirements for cleaning, distancing, and sanitizing the work environment.

To Apply

Email your resume to Marty.Kilmer@StarlightSoftwareSolutions.com.