

## Implementation Analyst

Americas (virtual)

The Implementation Analyst is a key member of our Implementation Team supporting the on-time delivery of our software and solutions for new client implementations as well as client expansions. This person will focus on software setup, configuration, testing, and integrations needed for each client implementation. In this client-facing role, you will flush out requirements as needed, support UAT and provide on-site go-live support to ensure a smooth and successful billing cycle. To be effective in this role, you must have superb attention to detail, an eagerness to learn and a passion for delivering quality in all aspects.

### What you'll get to do:

- Collaborate with the Implementation team and the Client to understand the detailed requirements to properly configure the new client in our systems
- Gather requirements needed to configure and implement client integrations. This may include VMS technical requirements
- SME for iConnect functionality and training to Operations based on clients required configuration
- Assisting with UAT for client's system configuration (end to end testing)
- Conduct and support system testing to ensure complete and accurate payrolling, invoicing and billing
- Ensure all detailed configuration tasks are completed in support of the defined "Go Live" date
- Escalate issues to management as necessary to ensure key dates from the project plan are met and that the plan is live on our systems on time
- Training customer and third-party users on process and technology
- Creating and delivering project-related communications
- Ensure a smooth handoff to Operations and Client Services by providing the details and documentation needed to support our clients on a day-to-day basis

### Skills and experience we value:

- Bachelor's degree in Human Resources or Business Administration preferred
- 3+ years' experience in staffing operations or payroll processing industries
- Understanding of data, systems and integrations
- Proficiency in Microsoft Office; Outlook, Word and Excel, Power Point, Teams
- One or more years' experience implementing VMS applications and/or MSP programs is preferred
- Prior experience in staffing and hands-on use of various mid to back office systems, especially payroll & billing software.
- Exceptional customer service skills and demeanor, along with the innovative ability to communicate with both technical and non-technical clients
- Must be a team player with a sense of humor and a strong service-oriented attitude
- Independent thinker and analytical problem solver; able to work with minimal supervision and meet deadlines



- Able to recognize problems, develop and evaluate data, determine solutions, and make logical recommendations
- Strong interpersonal skills (listening skills, problem solving, confidence, etc.), ability to multi-task and emphasis on customer service
- Excellent written and verbal communication skills
- Position requires meticulous attention to detail
- Self-directed with the ability to keep up with a very fast-paced environment
- Minimal travel expectations (Less than 10%)

### **Benefits and location:**

- The current delivery team is based in King of Prussia, PA, and this position can be based in North America
- Eligible for variable compensation plan based on performance and company goals
- Paid vacation, sick days, and holidays
- Medical, dental, and vision insurance
- 401(k) retirement plan
- Voluntary life insurance
- Flexible Work Program (work from home and hybrid options)
- Many more ancillary benefits
- Periodic travel of less than 20%

### **How to apply:**

Send your cover letter and resume to [recruiter@people20.com](mailto:recruiter@people20.com) and reference the job title and location.

### **About People2.0**

People2.0 is the world's largest global employer of record (EOR) and agent of record (AOR) services platform, created exclusively to serve the talent ecosystem, including staffing agencies, search and recruiting firms, individual recruiters, mass talent procurement organizations, and compliance, contracting, and consulting companies.

People2.0 enables talent providers, large and small, to place anyone in any work arrangement, anywhere—simply, quickly, and compliantly. Our global team is dedicated to helping our customers expand their value proposition, optimize opportunities to access the global talent pool, and create a borderless world of unlimited growth for their business. [People20.com](https://people20.com)

People2.0 is committed to providing equal employment opportunities to all associates and applicants without regard to race, color, national origin or ancestry, citizenship status, religion, sex (including pregnancy, lactation, childbirth or related medical conditions), sexual orientation, physical or mental disability, age, veteran status, uniformed servicemember status, gender identity, genetic information (including testing and characteristics) and any other characteristic prohibited by federal, state or local law. Our commitment to equal opportunity employment applies to all persons involved in our operations and prohibits unlawful discrimination by any employee, including supervisors and co-workers.

In furtherance of this commitment, the Company is committed to providing a work environment that is free of prohibited harassment. As a result, the Company strictly prohibits sexual harassment and harassment against applicant and employees based on any legally recognized status, as defined above, or any other status protected by federal, state, or local laws.

