



## Implementation Specialist

Join Capsa Solutions' growing team of branded companies for an exciting opportunity to be a key member of our product implementation team. Capsa is seeking a talented Implementation Specialist to be based out of our Kirby Lester division located in Lake Forest, IL.

As our Implementation Specialist, you will coordinate and facilitate the installation of pharmacy automation products for our retail and outpatient pharmacy customers. You will also train pharmacy staff on how to use and maintain the product. In addition, you will coordinate all aspects of the pre-implementation process such as interface set-up and testing as well as project management tasks to keep things running smoothly throughout the customer experience.

This position reports to the Technical Services Director and will work closely with other internal departments as well as work to build strong customer and vendor relationships. This is a traveling position and will require that you be on the road visiting customer sites approximately 50-75% of the time.

Capsa is a recognized leader in the development and manufacture of healthcare equipment shipped domestically to every state and to over 70 countries worldwide. We have facilities in Portland, OR, Columbus, OH, Huntersville, NC, Lake Forest, IL and Agua Prieta, Mexico.

### **Requirements and Experience:**

- Two (2) year Associate degree required
- Minimum of 3+ years' customer support experience working in a training, project management, or implementation environment
- Pharmacy and/or healthcare experience preferred; capital equipment implementation experience is a plus
- Ability to travel as required to perform job duties (up to 50-75%)
- Ability to work on multiple projects simultaneously
- Attention to detail, ability to think independently and troubleshoot and solve problems as well as communicate professionally and clearly are required skills
- Strong sense of ownership and solid follow-through skills; positive can-do attitude

We offer a solid pay and benefits package which includes paid time off, medical, dental and vision insurance, as well as 401(k) with matching contributions, life, short-term and long-term disability insurance. To be considered for this position, please click on the following link: <https://home2.eease.adp.com/recruit/?id=19108812>

**Capsa is an equal opportunity employer. M/F/Vets/Disabled**