



Position: Implementations Manager

Department: System Implementation & Integrations

Reports to: CTO

Location: Remote

Why is this role important to Prepaid Technologies?

Prepaid Technologies is a fast-growing company that offers electronic payment solutions to businesses throughout the US. These solutions utilize Visa and MasterCard prepaid vehicles and are distributed primarily through corporations. Our focus is on providing corporate payment solutions related to the following prepaid products: Payroll, Corporate Reward and Incentive, and Corporate Purchasing.

For the past several years we have experienced tremendous growth and we continue to see a phenomenal opportunity in the prepaid industry. We have a great company, an excellent team, and years of experience developing prepaid products and managing prepaid programs.

Our growth has created opportunities to expand and create a team specializing in client implementations. We are currently seeking individuals to join our implementations team. This team will work closely with the client, Sales and Account Management teams to configure prepaid programs, train clients on our products, systems and services, and successfully onboard clients so they can take advantage of the many benefits our products and services have to offer.

What are examples of work that this position will do at PT?

This position is responsible for coordinating and actively supporting client implementations. The Implementation Analyst interacts with the client and various internal teams within the organization to coordinate, set up, and onboard new clients. This includes establishing relationships with clients, tracking of project tasks and timelines, day-to-day issue management, follow-up, composing and performing client training, and various other implementation related activities. The individual will be trained on the various prepaid products, systems and services offered by Prepaid Technologies and will be required to use this knowledge as a part of the implementation process. Strong communication, organization, multi-tasking, and business analytical skills are essential to the job.

- Coordinate and/or perform program configuration, setup, training, and validation testing.
- Ensure on-time delivery and quality of work.
- Creative problem solving on business case scenarios, client needs or technical issues.
- Track and provide ongoing project status to management and others as required.
- Identify areas for process improvement.
- Perform other duties and responsibilities as assigned by management.
- Understand API, XML, and Batch File Processing
- Ability to understand client business requirements and leverage existing features and functionality to meet those requirements.
- Ability to communicate across the organization including IT, Product and Account Management client deliverables, status, and requirements.



Requirements/Skills

- Bachelor's Degree
- 1 to 3 years' experience in one or more of the following areas: business administration, consulting, project management, or financial services.
- Experience in working with clients, project teams and/or managing a series of project tasks.
- Eagerness to be challenged with new tasks and responsibilities and flexible with an ever-changing, fast-paced environment.
- Self-starter with ability to think 'on your feet', troubleshoot, leverage resources, prioritize and juggle multiple projects at once.
- Ability to learn and apply that learning to help teach/train others.
- Excellent oral and written communication skills
- "People person" who is able to build rapport with clients, internal teams, and communicate confidently and clearly
- Logical and/or technical minded and able to plan, prioritize, and anticipate issues
- Proficient with Microsoft and/or G-Suite productivity and collaboration tools.

Our Culture

The unique culture at Prepaid Technologies is hard to beat, where innovation and a hard-working environment go hand-in-hand with a casual and fun atmosphere. We promote an energetic and team-oriented workplace where collaboration and a results-driven attitude is key to our success.

Our Core Values

- We look for **Solutions** and ask "Why Not?"
- We are **Nimble** and **Creative** and use those strengths to **Innovate**
- We embrace and leverage **Technology**
- We have **Passion** for our work and our customers
- We row together with **Respect** for everyone we work with
- We have **Fun** – life is short

Our Benefits

Prepaid Technologies, Inc. is an Equal Opportunity Employer and provides a competitive, comprehensive compensation package for full-time employees.