



Field Application Specialist - Washington D.C.

Job Specifications:

- Location: Washington D.C. Area (available for occasional travel)
- Salary: Negotiable, according to experience
(base + benefits + performance bonus)
- Clearance: Must be able to pass Secret Security Clearance requirements.

The Company

For nearly 20 years, Privasoft has served the public sector with automated FOIA case management solutions designed to help improve process efficiency, enforce accountability and streamline decision making. Privasoft customers include organizations who must comply with legislative, regulatory and internal requirements including all levels of government, health care and law enforcement. Privasoft technology is the most widely established FOI-specific solution in the world, with thousands of licenses deployed globally.

Privasoft's industry leading AccessPro Suite automates the assembling and capturing of content while tracking, managing and reporting on information disclosure processes. The solution serves to demonstrate accountability, speed up case resolution time and deliver consistent decisions while reducing the potential for error.

The Opportunity

The Field Applications Specialist will be responsible for creating long term customer relationships and developing new business opportunities by understanding both the technical implementation of AccessPro software and how customers can improve their FOIA operations.

Key Responsibilities:

- Effective communication with customers, project teams, and account management.
- Deliver best in class product deployment services, by applying innovative, expert technical knowledge and strong customer engagement skills.
- Provide pre-sales support through product demonstrations and assist customers with understanding how their FOI operations can improve.
- Assist the Marketing team with determining new markets and expanding existing market opportunities.
- Build competitive advantage through excellence in conducting process analysis in conjunction with the customer.
- Deliver high quality, professional training and knowledge transfer to our customers.
- Drive compliance with operational aspects of the consulting practice
 - Ensure delivery of contractual commitments.
 - Ensure adherence to project management standards.
- Responsible for assisting in customer outreach strategy, including participation at ASAP events for the FOI community, trade shows, and customer-specific events.

The Right Person

Is a team player, self-motivated and goal oriented, seeking a challenge and of a unique opportunity within the FOIA community.

Skills:

- Demonstrated interpersonal skills:
 - Communication
 - Innovation and Initiative
 - Problem Solving
 - Team Oriented
- Experience in providing support to external customers
- Experience in delivering Training
- Software skills in:
 - Windows desktops and servers
 - Oracle and SQL databases
 - IIS and .NET technologies
 - Case Management Software would be an asset.

Measured by:

- Quality of work as measured by customer satisfaction repeat business
- Adherence to project deployment deadlines.
- Application of technical and service knowledge in the deployment of our software.
- Problem solving and decision making that balances the needs of the customer and organizational effectiveness.
- The quality and applicability of continuous improvement recommendations and solutions.

Education & Experience:

- Post-secondary education
- 3-6 years experience working in a FOIA and/or Records Management environment.
- Experience or training in conducting business process analysis/automation.
- Experience working with case management solutions is desirable.

HOW TO APPLY:

Please send your detailed resume to J.C. Picavet, Corporate Services Manager at jpica vet@privasoft.com no later than Friday, October 17th, 2008 quoting US Field Application Specialist.