**Implementation Specialist Advertisement**

JusticeTrax is currently recruiting for an Implementation Specialist to become part of the Customer Care team. We need someone to join us in providing excellent customer service for our industry leading LIMS products, both during implementation and for live casework.

**What You’ll be Doing:**

Here are some of the things you will be doing on a daily basis:

* Assist customers in implementing new products by helping them to configure their software to fit their current procedures
* Manage multiple projects simultaneously, each with different goals and priorities
* Provide remote support of customer issues and troubleshooting of problems
* Train customers on the proper use of JusticeTrax Products, remotely and onsite
* Create and support custom reports for customers

In short, your job will be to help customers solve their problems using our suite of forensic software. Since we support labs of all sizes ,at all levels of government, both nationally and internationally, you will be challenged by a wide range of puzzles on a regular basis. But don’t worry- you will have the support of a full team behind you to help.

**Who we are looking for:**

To be successful in this position, you should have strong experience in forensics. You should be familiar with evidence handling and processing in a public or private forensic laboratory, preferably from firsthand experience. A bachelor’s degree with a concentration in a Forensic Science or Computer Science field would be beneficial as well. You must possess excellent organizational skills and basic project management skills to help you document and manage the projects you will be working on.

It would be advantageous if you are knowledgeable in the use of JusticeTrax LIMS-plus products and have a working knowledge of Crystal Reports. SQL skills would be a plus too. If you have knowledge gaps in some of these areas, though, do not be afraid to apply. We will provide training based on what you might need. We are more interested in your ability to problem solve, learn new concepts, manage projects, and then teach others to do the same.

The location of this position has some flexibility and we currently have individuals working through out the United States. It does require travel, however, as some of our customers prefer to have training in their lab rather than online.

**How to Apply:**

If you are a problem solver that loves to be challenged, a science nerd who is looking for a different way to use their degree, a detailed oriented person who loves to document, or a person that knows that working solo does not mean working alone, you should send your cover letter and résumé to Jenna Oakes-Smith, Customer Care Manager at [jenna.oakes-smith@justicetrax.com](mailto:jenna.oakes-smith@justicetrax.com).