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Implementation Conversion Specialist

Department:	Conversion
Reports to:	Director of Customer Success

Job Summary

The Implementation Conversion Specialist is responsible for planning, analyzing, converting, validating, and supporting customer data migrations into SSI software solutions. This role serves as a critical bridge between legacy systems and SSI applications, ensuring customers receive accurate, reliable, and complete data conversions that support successful implementations and go-live events.

This position requires strong technical aptitude, problem-solving skills, data analysis expertise, and the ability to work closely with customers, implementation consultants, developers, and project teams throughout the implementation lifecycle. The specialist is expected to handle complex conversion projects, chart of accounts renumbering initiatives, data reconciliation activities, and conversion automation efforts.

Success Profile

The ideal candidate is someone who enjoys solving difficult data problems, can understand how information flows through complex software systems, and takes pride in delivering clean, accurate conversions. They are highly detail-oriented, technically curious, customer-focused, and capable of handling the most challenging conversion projects with minimal supervision. This individual will ultimately become the organization's go-to expert for data conversion strategy, execution, validation, and continuous improvement.

Summary of Essential Job Functions



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Data Conversion & Migration

- Analyze customer legacy system data and determine conversion requirements.
- Design, build, execute, and validate data conversion processes.
- Import and transform data from multiple third-party software systems into SSI applications.
- Perform complex chart of accounts renumbering projects and financial data restructuring.
- Develop and maintain conversion templates, scripts, mapping documentation, and validation tools.
- Troubleshoot data quality issues and resolve conversion exceptions.
- Support first-time vendor conversions that require extensive discovery, mapping, validation, and reconciliation.

Validation & Quality Assurance

- Reconcile converted data against source systems to ensure accuracy and completeness.
- Review financial balances, utility billing data, payroll data, and other module-specific records.
- Assist customers and implementation consultants with conversion validation and testing.
- Ensure all conversion deliverables meet SSI quality standards before go-live.
- Create validation reports, action item lists, and reconciliation documentation.

Technical Problem Solving

- Investigate and resolve complex conversion issues.
- Develop conversion scripts and automation processes to improve efficiency and scalability.
- Work with Development, Support, and Implementation teams to resolve data-related challenges.
- Recommend process improvements that reduce manual effort and increase accuracy.
- Serve as a subject matter expert for legacy data structures and conversion methodologies.

Customer & Project Support

- Participate in customer discovery meetings and implementation planning sessions.
- Communicate conversion requirements, timelines, and validation expectations to customers.



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- Collaborate with implementation consultants throughout sandbox, testing, and go-live phases.
- Provide recommendations to customers regarding data cleanup and best practices.
- Support live conversion events and assist with post-conversion issue resolution.

Process Improvement & Knowledge Sharing

- Develop reusable conversion methodologies and best practices.
- Document conversion procedures and technical standards.
- Mentor implementation team members regarding conversion processes and validation techniques.
- Contribute to strategic initiatives intended to improve implementation efficiency and reduce conversion bottlenecks.

Key Performance Indicators (KPIs)

- Conversion accuracy rate
- On-time conversion delivery percentage
- Go-live readiness score
- Customer satisfaction related to conversion services
- Reduction in conversion defects and rework
- Number of reusable conversion templates or automations created
- Conversion backlog throughput
- Internal quality review results

Education and Professional Experience

- Bachelor's degree in Information Systems, Computer Science, Accounting, Business, or related field; equivalent experience considered.
- Minimum 5 years of experience working with:
 - Data conversion
 - Database analysis
 - Software implementation
 - ERP, accounting, payroll, utility billing, or local government applications
- Strong analytical and troubleshooting skills.
- Experience working with data files, databases, spreadsheets, and validation reports.
- Ability to understand and interpret complex data relationships.
- Excellent communication and customer service skills.
- Demonstrated ability to manage multiple projects and deadlines simultaneously.
- SQL querying and database management experience.



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Preferred Qualifications

- Experience converting data from local government ERP or utility billing systems.
- Software implementation consulting experience.
- Knowledge of accounting structures, chart of accounts design, payroll processing, and utility billing functions.
- Experience in creating automation scripts or conversion utilities.
- Familiarity with SSI software products and implementation methodology.

Abilities Required

- Strong analytical and problem-solving skills
- High attention to detail
- Ability to work independently
- Strong project management skills
- Clear communication of technical concepts
- Mentorship and collaboration
- Professional customer presence
- Adaptability
- Excellent communication skills
- Must be able to see and hear, read, and write
- Requires adaptability, analyzing, assessing, calculating, decision making, dependability, good judgment, reading, memorizing, social skills, speaking, and stress control

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Software Solutions is an Equal Opportunity Employer. This company does not and will not discriminate in employment and personnel practices on the basis of race, sex, age, handicap, religion, national origin or any other basis prohibited by applicable law. Hiring, transferring and promotion practices are performed without regard to the above listed items.

Send resume to: hr@mysoftwaresolutions.com