

## Application Specialist

Phone :  
Web :



### Job Summary

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Vacancy :  
Deadline : Oct 23, 2024  
Published : Sep 23, 2024  
Employment Status : Hybrid  
Experience : Any  
Salary :  
Gender : Any  
Career Level : Any  
Qualification :

## Job Description

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ThinkLP is a fast-growing retail operations software focused on curbing risk for its customers. We help track, predict, and mitigate looming risk issues, primarily theft, that has been ever-increasing in the marketplace today. ThinkLP primarily serves Loss Prevention (LP) departments across Fortune 100 companies, providing them with business intelligence to prevent risk in all facets. Our customers are some of the world's leading brands, recognized globally by consumers.

ThinkLP has recently been backed by Alpine Software Group (ASG), a software business that buys uniquely positioned SaaS companies and builds them into market leaders. As ThinkLP enters a period of significant growth, we envision building not just a bigger software company, but a better one! All while creating a work environment where you can be impactful and your best self.

### About the role

Reporting to the Manager, Professional Services, the Application Specialist plays a vital role in the successful deployment and adoption of new software solutions. Collaborating with stakeholders such as development teams, project managers, and end-users, the Application Specialist ensures smooth application launches, provides professional services, and supports technical solutions. Your key responsibilities will include:

- Ensure that new applications and enhancements are implemented and supported in a manner that supports the business and the end-user's specific needs.
- Strong understanding of the ThinkLP product and ability to use the toolkit to provide desired results to our customer base.
- Collaborate with the customer, account management, professional services, and product teams to fully understand customer requirements.
- Ensure that project deliverables meet client expectations.
- Provide regular updates and reports to stakeholders on project status and progress.
- Identify opportunities and drive change for process improvement and optimization across the team.
- Manage client relationships to ensure customer satisfaction.
- Present simple to complex solutions to customers in a clear and compelling manner
- Collaborate effectively with all cross-functional teams.
- Build and maintain strong relationships with customers.

### What you should have

- Bachelor's degree in computer science, Engineering, Business, or a related field
- Salesforce certification (Administrator, Advanced Administrator).
- Minimum 3 years of experience working in a Salesforce Administration position or comparable.
- Experience working in an agile, flexible, and fast-paced work environment.
- Strong understanding of software development and enablement programs
- Proven experience in technical project management
- Experience with Agile and Waterfall methodologies.
- Excellent communication and interpersonal skills
- Solid business acumen.
- Limited travel may be required – not to exceed 10% of your available hours.
- You are legally authorized to work in Canada.

**Compensation:** for Canadian candidates, the base salary range is **\$90,000 - \$110,000 CAD**. This is part of a competitive total rewards package that includes an annual bonus, employer-paid benefits, and long-term incentive pay. Individual compensation may vary from the target range and is determined by several factors, including experience, location, internal pay equity, and other relevant business considerations. We review all employee pay and compensation programs at least annually to ensure competitive and fair pay.

*At ThinkLP we are building products for a diverse world and we need a diverse team to do that successfully. We believe that talent is based on what you can do, not what you've done. And we know that supporting a diverse team with varied lived experiences advances equality, inspires innovation, and ultimately drives better business outcomes. These beliefs and actions are true to ThinkLP's "PeopleFirst" philosophy, which is rooted in how we invest, hire, and show up daily. If you're interested in this role, but do not meet all of the qualifications listed above, we encourage you to apply anyways.*

*Individuals seeking employment at ThinkLP are considered without regards to race, color, religion, national origin, age, sex, marital status, ancestry, physical or mental disability, veteran status, gender identity, or sexual orientation or any other basis prohibited by applicable federal, provincial, or local law.*

*ThinkLP is committed to providing an inclusive, accessible recruitment process and work environment.*

*Accommodation is available to all applicants upon request throughout the hiring process. Please let our People team know if you require accommodation, or you can email [peopleandculture@thinklp.com](mailto:peopleandculture@thinklp.com).*

[Apply for this job](#)

**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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