

A Day in the Life of an Implementation Specialist

When Michael was asked to describe his typical day as an Implementation Specialist for Gilbert & Associates he replied, "I don't think I can describe a typical day, maybe a typical week would be more accurate." Let's just say, there is no typical day in the life of Michael Martin, at least as far as work at Gilbert & Associates is concerned.

Monday he may be onsite at a client office doing an install of Sage Pro. Later in the week he may be called in to a client for a few hours to observe and look for inefficiencies in business processes, and Friday he may be in the office doing support for a manufacturing question for an hour followed by support for a payroll question that takes ten minutes.

The variety of tasks and clients keeps the job entertaining. "I get to interact with lots of different people doing both implementation and a bit of programming. I deal with about 40 different clients a week." These clients represent multiple industries each with a unique business model and unique needs.

Prior to work at Gilbert & Associates, Michael's experience was as a Gilbert & Associates client working with the software. When he took on the job, the student became the teacher, and he had to quickly adapt to a new role as the software implementer. There was plenty of room for learning in his early days with Gilbert & Associates, but now it comes in the form of new challenges daily learning client business models and finding solutions to fit their specific needs. There are not a lot of jobs where there is constant learning followed by the challenge to put that knowledge to practice in a business setting, but this is a large



Michael exhibiting his latest hobby: fire breathing

piece of Michael's job description as an Implementation Specialist.

He said the biggest challenge of the job is also one of his favorite parts- making sure that everyone is taken care of. It takes careful prioritization to ensure client needs are met. "Our clients are awesome, and a lot of fun. They are number one and it's our goal to keep them all happy."

At the end of the day, when his job at Gilbert & Associates is done, Michael

finds a way to unwind. Lately, this comes in the form of his newfound hobby capturing life through the lens of the camera. Other places you might find him after a long day's work include trying out a new recipe, fire breathing, reading a good book, or enjoying a nice pint. And the breakfast of champions? That would be the 3-hour Starbucks Iced Mocha. How he gets it to last so long is a mystery to everyone else at the office.



From Michael's recent trip to Napa Valley, California