Implementation Specialist

Location: Remote
Department: Implementation & Delivery
Reports To: Director of Product Implementation & Delivery

About INTELITY

INTELITY is the global leader in hospitality technology, delivering the most comprehensive guest-experience platform for luxury hotels, casinos, and enterprises worldwide. Our solutions power mobile apps, in-room technology, staff operations, and robust integrations across the hospitality ecosystem. We empower properties to modernize guest journeys and optimize operations through sophisticated, elegant, and high-performance technology.


Role Overview

INTELITY is seeking an Implementation Specialist to own the customer onboarding experience from contract signature through successful go-live. This role serves as the primary point of contact for customers during implementation, ensuring a smooth transition from Sales to an operational, live platform.

The Implementation Specialist partners closely with customers to configure the INTELITY platform to meet their operational needs, coordinate integrations with existing hotel systems, and troubleshoot configuration or integration issues as they arise. While this role requires strong technical acumen and the ability to work through platform setup and integration challenges, it does **not** involve software development.

This is a highly customer-facing role, ideal for someone who can balance technical problem-solving with clear communication, project ownership, and relationship management. Success in this role is measured by customer confidence, on-time go-lives, and a seamless handoff to post-implementation support teams.

Candidates must be legally authorized to work in the United States without the need for current or future visa sponsorship. INTELITY does not offer visa sponsorship for this position.
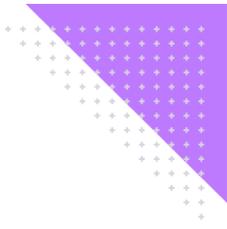
Key Responsibilities

Implementation & Deployment

- Lead full implementation lifecycle for new hotel deployments, including discovery, configuration, testing, and go-live support.

- Configure platform modules including guest mobile apps, in-room tablets, ticketing workflows, staff tools, and digital compendiums.

- Set up and validate PMS, POS, payment, key-lock, ticketing, and other hotel system integrations, including data mapping, interface configuration, and connectivity testing.

- Manage environment setup (test + production), system parameters, property settings, content configuration, and interface provisioning.

- Conduct data validation, interface mapping, and end-to-end testing (UAT + functional + regression).

- Troubleshoot configuration, API, or integration issues using tools such as Postman, cURL, logging/monitoring dashboards, and system diagnostics.

- Execute go-live cutovers, including weekend or off-hours deployment activities when required.

- Provide onsite support for openings, migrations, and complex deployments (~25% travel).

Project Management & Delivery

- Drive each implementation project from kickoff to post-launch stabilization, owning timelines, deliverables, and communication.

- Coordinate scheduling and dependencies with PMS vendors, lock vendors, payment processors, and other third-party systems.

- Maintain project plans, risk logs, installation documentation, and cutover plans.

- Ensure on-time, on-budget implementations through proactive issue identification and resolution.

- Facilitate technical and non-technical stakeholder communication, including IT directors, GMs, engineering, product, and global support teams.
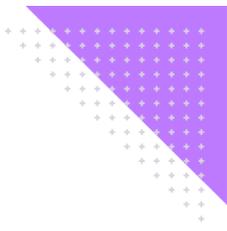
Customer Relationship & Training

- Act as the primary technical point of contact for hotel teams throughout implementation.

- Deliver train-the-trainer sessions for front office, housekeeping, engineering, concierge, and management users.

- Provide clear documentation, configuration guides, and best-practice recommendations.

- Support customer adoption through workflow guidance and operational alignment.

Process & Technical Improvement

- Contribute to internal implementation playbooks, SOPs, and technical knowledge base articles.

- Identify opportunities to streamline deployments, reduce time to value, and improve platform consistency.

- Provide feedback to Product & Engineering teams on integration behavior, configuration opportunities, and enhancements.

Required Qualifications

Technical Skills

- 3+ years of experience in hospitality technology implementation, PMS integrations, or hotel IT systems engineering.

- Strong experience with PMS platforms (OPERA/OHIP strongly preferred; Agilysys, Mews, StayNTouch, Maestro, Infor, Springer-Miller a plus).

- Experience with API integrations, data mapping, interface configuration, and system connectivity.

- Proficiency with testing tools such as Postman, cURL, log inspection, debugging tools, and integration validation frameworks.

- Understanding of networks, security protocols, cloud technologies, and mobile device management.

- Experience configuring or deploying hotel systems:

  - POS (InfoGenesis, Micros)
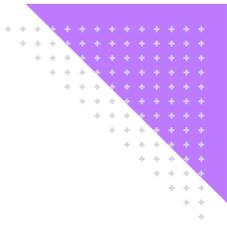
- ○ Payment gateways

- ○ Lock/key systems (VingCard, Salto, dormakaba)

- ○ Channel managers / CRS

- ○ Ticketing or staff workflow systems

Hospitality Domain Skills

- Deep understanding of hotel operations: front office, housekeeping, F&B, engineering, guest services.

- Experience implementing or supporting systems in a live hotel environment.

- Fluency in hotel workflows related to room status, rate plans, reservations, check-in, check-out, folio posting, and guest messaging.

Project Management

- Experience leading end-to-end enterprise or SaaS implementations.

- Strong risk management and ability to manage change, scope creep, and shifting timelines.

- Comfortable with escalations and confident working with executive and IT leadership.

Soft Skills

- Exceptional communication skills with both technical and non-technical stakeholders.

- Highly organized, detail-oriented, and proactive.

- Ability to work independently and maintain momentum across multiple concurrent projects.

- Strong problem-solving skills, especially under time-sensitive constraints.

Preferred Qualifications

- Experience with Intelity or competing guest experience platforms.
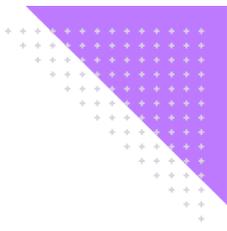
- Knowledge of HTNG standards, OTA/XML messaging, or hotel interface engines.

- Experience with environment provisioning, data migration, or scripting.

- Multilingual abilities.

- Prior experience at a PMS, POS, lock vendor, or hospitality-tech integrator.

Why Join INTELITY

- Work at the intersection of cutting-edge tech and the global hospitality industry.
- Be part of a collaborative, fast-paced, and mission-driven team.
- Opportunity to contribute to meaningful innovations in guest experience and digital transformation.
- Collaborative and innovative work environment
- Career advancement potential
- Competitive salary, health benefits, PTO, 401(k), and more.

Apply Now

If you're passionate about hospitality and technology and thrive in a customers-facing, fast-paced environment, we want to hear from you. Join INTELITY and help us shape the future of guest and staff experiences around the world.

Send your resume to apply@intelity.com