

Implementation Specialist (San Francisco, California – Customer Success)

About Ivo

Ivo builds AI contract management tools and works with sophisticated legal and procurement teams. Implementation quality is a core differentiator.

Role overview

- * Onboard large, complex enterprise customers into Ivo's AI contract intelligence product.
- * Own the end-to-end implementation experience in partnership with Customer Success Managers, acting as the customer's primary guide.
- * Facilitate structured scoping sessions to understand objectives, workflows and constraints; translate goals into clear implementation plans including workspace structure, workflow design, document scope and integration considerations.
- * Design and configure customer-specific AI workflows, ensuring scalability and alignment with customer operating models.
- * Deliver tailored training on workspace setup, fact extraction, query workflows and best practices.
- * Manage implementation requests, provide status updates and identify patterns to improve processes, templates and playbooks.

Who you are

- * 4-8+ years of experience in implementation, professional services or onboarding for complex B2B SaaS products.
- * Significant experience working with enterprise customers and multi-stakeholder environments.
- * Ability to scope ambiguous problems, design structured solutions and execute them.
- * Technical fluency to discuss data models, integrations and workflows.
- * Strong customer presence and ability to manage complex projects.
- * Organized, proactive and comfortable setting boundaries when needed.

Why this role matters

- * Enterprise customers judge Ivo not just by product quality but by onboarding experience; this role turns a signed contract into a trusted, working system.
- * The role sits at the centre of customer experience, operational rigor and retention.

Compensation & benefits

- * OTE range approx. \$140K-\$170K plus equity.
- * Relocation/visa support, medical/dental/vision, unlimited PTO and office extras.
- * In-person role in San Francisco.