

Implementation & Product Enablement Intern

Description

This internship is designed to groom the candidate for Implementation Specialist role by providing hands-on experience in client onboarding, platform implementation, and product enablement activities. The intern will shadow and assist the Product Manager in the post-sale onboarding of clients onto the ansrAccess platform, supporting activities such as configuration, integrations, testing, and implementation coordination.

The role also involves developing a strong understanding of the product and translating complex platform capabilities into clear, user-friendly, client-facing documentation. Over time, the intern will gradually take ownership of creating, maintaining, and improving external product documentation, including implementation guides, user resources, and knowledge materials. Internal engineering documentation remains outside the scope of this role.

Responsibilities

Learning & Full-Time Readiness (30%)

- **Platform Mastery:** Complete internal training and demonstrate independent proficiency in configuring standard ansrAccess integrations within the first 45 days.
- **Process Shadowing:** Successfully shadow the Product Manager on at least 5 live client onboarding cycles, gradually taking on communication and configuration tasks.

Onboarding Support & Assisted Execution (30%)

- **Task Execution:** Assist the Product Manager in executing delegated setup tasks (e.g., user provisioning, SSO setup, data mapping) on time to support the standard 30-day onboarding SLA.
- **Configuration Accuracy:** Achieve a high accuracy rate on delegated system configurations under the review of the Product Manager prior to go-live.

External Client Documentation (20%)

- **Content Creation:** Draft, test, and publish clear, user-friendly integration guides, API references, and release notes tailored strictly for external clients.
- **Help Center Maintenance:** Audit the external client help center monthly to identify and flag deprecated information, drafting updates based on client support tickets.

Troubleshooting Triage Support (20%)

- **Issue Triage:** Act as the first line of investigation for integration blockers (e.g., API handshake errors). Learn to replicate issues in Postman, gather logs, and document findings for the Product Manager or Tier 3 Engineering.

A. System Integration Assistance

Hiring organization

ansrsource

Employment Type

Intern

Duration of employment

6 months

Job Location

Hybrid in Bangalore

Date posted

July 20, 2026

- **Scoping Support:** Shadow technical kickoff calls led by the Product Manager. Take notes on client architecture needs and integration action items.
- **Configuration:** Execute the setup of API connections, webhooks, and Single Sign-On (SSO/SAML) for client environments under supervision.
- **UAT Assistance:** Help prepare test data and run User Acceptance Testing (UAT) sessions with the client prior to deployment.

B. External Technical Writing

- **Feature Translation:** Interview the Product Manager to understand complex system features and translate them into plain-language manuals for end-users.
- **Usability Testing:** Test software features and API endpoints while writing documentation to ensure the instructions match the exact live client experience.
- **Customization:** Help draft customized configuration guides specific to a client's legacy data mapping and onboarding use cases.

Qualifications

- **Experience:** Final year student or recent graduate in Computer Science, IT, Business Information Systems, or a related field.
- **Technical Aptitude:** Basic theoretical or academic understanding of REST APIs, JSON, and identity management (SSO/SAML). Familiarity with markdown, HTML, or API testing tools (like Postman) is a strong plus.
- **Communication:** Exceptional written skills to explain technical concepts simply to non-technical external users.
- **Mindset:** Highly coachable, detail-oriented, and eager to transition into a full-time technical, client-facing role.

About Us

ansrsource provides equal employment opportunities to all team members and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, caste, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training. We respect and support diverse cultures, backgrounds, talents, and perspectives. We believe embracing diversity and creating an inclusive environment will help us grow and succeed as an organization and better serve learners, who are the ultimate audience for all we create.