

VACANCY

IMPLEMENTATION COORDINATOR SOFTWARE SOLUTIONS – JOHANNESBURG

CORE PURPOSE OF THE JOB:

To project manage Client systems, ensuring a high level of communication and collaboration in delivering innovative Retail Software Solutions.

KEY PERFORMANCE AREAS:

- Ensure that all necessary quality measures are in place to guarantee customer satisfaction
- Execute duties and assignments as directed in compliance with corporate guidelines and objectives
- Interact and feedback communication to manage client expectation
- Document and manage issues to stabilise the implemented solution and ensure quality of service
- Project management and research of projects as they arise
- Effectively manage the training of clients on the software

QUALIFICATIONS / EXPERIENCE:

- Matric + A Bachelor's degree in or Diploma (NQF Level 6)
- Candidates who have completed their studies should ideally come from a Software Development background
- Must have 5 years client facing or account project management experience with implementation of web based systems with a minimum of 5 – 10 years' experience in a similar environment
- Familiar with Apple Mac, proficient in Microsoft Office and Indesign

BEHAVIOURS & ATTRIBUTES:

- "Can do" attitude with the ability to work under pressure
- A keen understanding of customers' needs
- Good team skills to work on group projects and other collaborative efforts
- Customer focused and flexible with good relationship-building skills
- Works with multiple projects under strict deadlines
- Ability to work extended hours and weekends. Within reason, to schedule leave days without conflicting on clients expectations

The advert has minimum requirements listed.

Management reserves the right to use additional / relevant information as criteria for short listing.

Interested applicants who meet the above criteria, should apply in writing to E-mail: careers@hirtandcartergroup.co.za

Closing date for applications is Wednesday 3rd May 2018