

**IMPLEMENTATION COORDINATOR  
HIRT & CARTER DIGITAL SOLUTIONS  
DURBAN**

**CORE PURPOSE OF THE JOB:**

The Implementation Coordinator will ensure that client briefs are accurately documented and provide customer satisfaction by meeting or exceeding implementation expectations.

**KEY PERFORMANCE AREAS:**

- Provide an efficient and professional frontline service to clients
- Documenting and understanding client requirement briefs for successful implementation
- Effectively onboard clients on platforms
- Supporting clients and monitoring client adoption and system usage
- Logging and resolving issues in a timeous manner
- Documentation of training guides and other resources
- Maintain effective communication with the project software team
- Provide data and reports on the systems
- Keep abreast of technology trends to provide innovative advice to clients

**QUALIFICATIONS / EXPERIENCE:**

- Relevant tertiary qualification in I.T/Software Development with at least 3 years experience in a similar role
- High level understanding of computer systems and technology
- Project management skills

**BEHAVIOURS & ATTRIBUTES:**

- Client and goal orientated
- Strong presentation and communication skills
- Investigative and problem-solving skills
- Resilient to criticism
- Ability to work well without supervision

The advert has minimum requirements listed.

Management reserves the right to use additional / relevant information as criteria [careers@hirtandcartergroup.co.za](mailto:careers@hirtandcartergroup.co.za)

**Closing date for applications is Monday, 11<sup>th</sup> October 2021.**