

Job Title: Graduate Implementation Analyst

Accountable to: Senior Business Analyst

Based: Centurion/Midrand

Salary: Market related

Contract type: 12 Month FTC

Commencement date: 01 June/July

Overview:

The role primarily involves overseeing the implementation and customization of software systems or solutions for clients.

Key responsibilities:

- **Requirements Gathering:** Work closely with clients to understand their business needs, processes, and requirements for the software implementation project.
- **Solution Design:** Collaborate with a team of developers, architects, and business analysts to design a customized solution that meets the client's specific requirements. This includes creating functional and technical specifications, system architecture, and customization plans.
- **Customization and Configuration:** Customize and configure software systems according to the client's requirements. This may involve writing code, creating custom workflows, defining data mappings, and configuring system settings.
- **Testing and Quality Assurance:** Conduct testing activities to ensure that the implemented solution functions correctly and meets the client's requirements. This includes functional testing, integration testing, performance testing, and user acceptance testing (UAT). Address any issues or bugs identified during testing.
- **Deployment and Training:** Coordinate the deployment of the implemented solution to the client's environment. This may involve working with infrastructure teams, assisting with data migration, and ensuring a smooth transition. Provide training and user support to enable the client's staff to effectively use and maintain the implemented solution.
- **Documentation:** Maintain documentation of the solution design, configurations, test plans, and user guides. Ensure documentation is up to date and accessible to relevant stakeholders.
- **Project Management:** Assist in project management activities, including creating project plans, tracking progress, managing timelines and resources, and reporting on project status to stakeholders.
- **Client Relationship Management:** Build and maintain strong relationships with clients, understanding their needs, addressing inquiries, and managing expectations throughout the implementation process. Provide ongoing support and ensure client satisfaction.
- **Continuous Improvement:** Seek opportunities to improve implementation processes, methodologies, and tools. Contribute to the development of best practices, standards, and reusable components that can enhance future implementations.
- **Collaboration and Communication:** Collaborate effectively with cross-functional teams, including developers, business analysts, project managers, and clients. Communicate project updates, risks, and issues to stakeholders in a clear and concise manner.

Qualifications & Experience:

- A bachelor's degree in a relevant field such as Computer Science, Information Systems,

Business Information Technology, or a related discipline is typically required. Understanding of software implementation methodologies, software development lifecycle (SDLC), and project management principles.

- Familiarity with database systems, web technologies, and integration methodologies.
- Knowledge of enterprise software systems, such as customer relationship management (CRM) or enterprise resource planning (ERP) systems, is often beneficial.

Application Process:

We know a CV doesn't capture everything — especially when it comes to communication and presentation skills. That's why our application process includes a short set of assessments to help us better understand your strengths and suitability for the role.

For the **Graduate Implementation Analyst** position, you'll complete assessments that cover:

- IT Business Analyst
- Communication
- Problem Solving
- A Personality Profile

Total time required: approx. **37 minutes**

Important: Please complete the assessments in **one sitting** using a **stable internet connection**. Avoid copying and pasting — the system includes proctoring features that may flag irregular activity.

Applications close on 30 May.

Link to assessments: <https://app.testgorilla.com/s/qlaawlv5>

We're looking forward to getting to know the real you — beyond your CV. Good luck!

