

# Software Implementation Manager

## Warwick, UK (home-based)

With over 550 employees worldwide, AEB is making things happen with software. By empowering our customers to evolve with the times, continually reinventing themselves, and transforming powerful ideas and business models into reality. With scalable cloud-based software that brings global trade and logistics together – software that is supporting more than 5,500 businesses in 80 countries.

Even more impressive, is our corporate culture – it's what really makes AEB special and forms the foundation for making us successful. This is reflected in satisfied employees who love what they do; whose extraordinary dedication, achievements, and passion result in truly good software, commercial success, and excellent service.

### Job Location

The role can work from home, but the candidate must be willing and be within appropriate commutable distance to work from our office in Warwick several days a month. All required work equipment will be provided. It also includes travel (e.g. to AEB project sites and network offices).

### Overview of Responsibilities

Implementation of AEB Solutions to meet customers' requirements covering:

- Installation, configuration, and integration
- Applications support
- Coordination and delivery of project tasks
- Project management for the implementation of solutions
- Leading the implementation/delivery of the technical solution, including the coordination, and leading of other implementation resources
- Analysis of customers business requirements
- Deputising for colleagues

### Skills and Experience

For this role, we are looking for someone with experience in software solutions and management of such implementations within a commercial environment. This includes:

- Able to effectively communicate with people at all levels
- Dynamic and motivated with an eye for detail and quality
- Thoughtful and a reliable team player
- Innovative and able to provide positive input and fresh ideas
- Able to work on own initiative and meet tight deadlines
- Able to work independently and as part of a team
- With a resilient personality and willing to “have a go”
- Ideally experienced in one or more of the following areas:
  - Customs solutions
  - Logistics and supply chain
  - Global trade solutions

### Goals and Main Tasks

The employee is responsible for the proper processing of the assigned projects in the fields of logistics, supply chain management, and global trade.

- Conformity with project-specific requirements and compliance with deadlines and budget
- Implementation of software solutions and management thereof throughout the lifecycle of the project
- Taking customer projects from inception to go live with successful handover of the completed solution to the Account Services Team
- Internal testing of development and configuration
- Support for customer testing and defect management
- Physical installation and configuration of software solutions
- Production of appropriate documentation to support the implementation and configured software
- Providing training for users of the implemented solutions; providing functional training and administration/technical training as required
- Support for assigned customers and hotline support for all customers
- Employing best practice project management methodologies
- Leading the implementation tasks on larger projects, taking responsibility for all implementation tasks, and planning undertaken by a team of implementers



### Benefits

- Excellent salary
- Annual profit-sharing scheme
- 30 days holiday + statutory holidays from day one
- Private health care
- Discount shopping and gym membership
- EAP and regular wellbeing initiatives
- Cycle to work scheme
- Flexible working hours
- Company pension scheme
- Hybrid working

### Interested? Contact us

To apply, please email your current CV together with a cover letter to [recruitment.uk@aeb.com](mailto:recruitment.uk@aeb.com)

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