

Implementation Manager

Implementation Manager required for leading software company based in Warwick, UK. For over 38 years, AEB has developed software to support the global trade, logistics, and supply chain processes of businesses in the industrial, commercial, and service sectors – with more than 5,000 customers from over 35 countries today.

We are looking for an experienced and enthusiastic Software Implementation Manager to enhance our successful and highly skilled team. AEB offers a comprehensive training package and ongoing professional development support. We take time to invest in our employees and value their ideas. In return for loyal service, we reward our employees appropriately. This role will report directly to the Solutions Team Manager. Candidates must be prepared to travel to Germany to undertake initial training for a period of up to 3 weeks (if required). Previous candidates need not apply.

Responsibilities

- Implementation of AEB solutions to meet customers' requirements covering:
 - ✓ Installation
 - ✓ Configuration
 - ✓ Integration
- Applications support
- Coordination and delivery of project tasks
- Project management for the implementation
- Analysis of customers business requirements
- Deputising for colleagues

Goals / Main Tasks

The employee is responsible for the proper processing of the projects assigned to him/her in the fields of logistics, supply chain management, and international trade.

- Conformity with project-specific requirements and compliance with deadlines and with 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, and support for customer testing
- 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
- Delivering support for assigned customers and hotline support for all customers
- Employing best practice project management methodologies

We're looking for someone....

- of smart appearance and of good character
- able to work on own initiative and with experience in implementation of software solutions and management of such implementations within a commercial environment
- able to 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
- meet tight deadlines
- able to work independently and as part of a team
- able to travel at short notice (if required)
- ideally experienced in one or more of the following areas:
 - ✓ Customs solutions
 - ✓ Logistics and supply chain
 - ✓ Global trade solutions

Interested? Contact us

To apply, please email your current CV together with a cover letter to info.uk@aeb.com

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