

Digital Services Coordinator

Job Description

The opportunity

We are currently looking for the right person to coordinate adoption and administer our Digital Services portfolio in our Information Technology team.

This role will be responsible for coordinating day-to-day operations and projects in the areas of Business Process Improvement and Digital Product Delivery. You will drive adoption of improvements to our internal processes such as increasing automation in our customer order workflow, and contribute to adoption and integration of Product Technology such as being a key driver in our Connected Device Program (IoT). You will get to be a key player in deploying exciting and innovative solutions across a range of technologies.

You'll be the lead for many of the business-facing aspects of our of technology portfolio, including but not limited to;

- Support business units in accessing Digital Services
- Deployment of innovations in industrial automation and production process improvement.
- Support Digital Process Improvement projects throughout the business
- Train staff on effective usage of digital tools
- Offer technical assistance to staff on new technologies deployed within the business

About you

Our ideal candidate will have relevant professional and academic qualifications as well as at least 3 years experience in technology operations, with some background in dealing with IT operations and projects in the areas of ERP and web services. You will be comfortable working in various areas of Information Technology and must be willing to get hands-on when needed to resolve urgent problems.

Important Skills

- Strong Time Management Skills
- Standards-based approach to project management
- Demonstrated ability to problem-solve and collaborate effectively
- Ability to work proactively
- Willingness to be a strong contributor to strategic planning activities
- Excellent customer service skills
- Flexible and adaptable to changing requirements and circumstances