Position Title:	Technical Customer Relationship and Project Coordinator
Position reports to:	Line Manager
Direct Reports:	N/A
Office Location:	Adapt IT Johannesburg Campus

PURPOSE OF THE POSITION

Due to the high volume of CR's received on a weekly basis the AdaptIT USSD Squad requires the skills of a technical Customer Relationship and Project Coordinator who will be the main communication conduit between the AdaptIT USSD Squad and the various teams.

PRIMARY RESPONSIBILITIES FOR THE ROLE

- Maintain a high level of communication between the USSD BA's , the relevant Business unit Project managers as well as the Engineering Team (TSS).
- Assist Squad leader with managing and prioritizing all incoming projects and CR's from the USSD team.
- Together with the developers ensure that all defects get timeously addressed and prioritized.
- Accountability for monthly invoicing and time sheet accuracy

The development team will require assistance in the following areas:

- Scheduling daily stand-up meetings with the development team, and assisting the Squad leader and technical lead to plan and organize the daily tasks.
- Ensuring clear, concise and timeous communication between the AdaptIT dev squad and the BA team.
- Assist the Developers with project priority and planning.
- Manage and Allocate QA, Closed production slots together with the technical lead.
- Liaise with the TSS team when necessary.
- Keep development team updated with the latest Deployment schedule.
- Log all CR's on Jira and together with Technical lead and assign to relevant developer.
- Ensure that all required documents are uploaded onto the JIRA case. This must be done for each CR and must include the following documents:
  MOP, URS and any other project specific documentation.
- Ensure that developers log their time on JIRA.
- Liaise with the Development team with respect to project priorities, QA and Closed Prod installations.
- Attend weekly USSD meetings
- Attend the weekly Squad USSD meeting.
- Once Project is successfully deployed, ensure that the JIRA case is updated with all relevant documentation, all time is logged by developer and closed.
- Assist Squad leader to produce monthly efficiency report.

The development team will require assistance in the following areas:

- Assist the support staff to keep records of all USSD production fixes and ensure that all documentation is correct.
- Ensure that a URS is drawn up for each fix and liaise with development team, USSD BA team and TSS team to ensure that these fixes are developed, tested and put into production.
- Assist to monitor support calls and ensure feedback to all parties has taken place.
- Attend monthly Support meeting with AdaptIT Support/TSS team.

MINIMUM QUALIFICATION AND EXPERIENCE REQUIREMENTS

- Completed Matric
- Relevant Degree/Diploma qualification in IT relating to the field
- Agile Scrum master experience

Contact Person: Nomzamo Skosana

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Vacancy Status: Open