

## IT Implementer – WMS - Logistics & Supply Chain specialist

The Implementer role will be concerned with supporting the deployment of the solution to the site/users.

Key tasks will be related to:

Task	Description
<b>Data take on</b>	<p>Prior to the commencement of operation, a data loading process is often required, to populate the data required to operate the new systems. This often takes the form of “Master Data” such as addresses, locations, SKU’s, etc.</p> <p>Various means can be used to achieve this including software scripts, manual data entry, upload from Excel or CSV, etc.</p> <p>The Implementer will be responsible for obtaining the required data from stakeholders, and ensuring the quality level is acceptable, and passing it on to the technicians that will execute the actual loading.</p>
<b>User Training</b>	<p>In most situations system training will be provided by the client’s Operational Teams, it is sometimes necessary for IT to provide small amounts of one to one training to individual users.</p>
<b>Cutover Support</b>	<p>For most implementations there will be a “Cutover” where the current systems are taken off-line and the new system will be made operational. Often this takes place over a weekend to avoid impacting the day-to-day operation of the business.</p> <p>A list of actions and responsibilities will be created by the IT Project Manager for the IT Implementer. Typical tasks will include the supervision of the processing of Golden Orders, and executing basic system tests, and data validations, once the transition is complete.</p>
<b>User Support/Troubleshooting</b>	<p>When the systems commence live operation, the IT Implementer will provide user support, responding to queries raised, and resolving issues that arise, in conjunction with the Applications Teams.</p>
<b>Handover to Steady State</b>	<p>Once steady state operation has been achieved, it will be the responsibility of the IT Implementer to provide the documentation describing the solution and setting out the key features and processes, that are needed by the Global Service Desk, and the other teams that will support the solution in the years to come, once the project has been complete and closed.</p>

The IT Business Analyst, will provide a comprehensive handover of the project to the IT Implementer, providing detailed information on the IT solution in preparation for the implementation phase of the project.

At the point at which the IT Implementer joins the project, the IT solution will have already been designed, developed and tested, and will be ready for deployment.

The IT Implementer will join the project team and will be based at the site where the solution is to be deployed and operate.

**To discuss this role further, please email [logistics@outsourcing-uk.co.uk](mailto:logistics@outsourcing-uk.co.uk)**