

Job Description: Implementation & Support Manager

Office: Sydney

Type: Full Time Permanent Hybrid

Reporting to: Chief Technology Officer

About GRC Solutions

GRC Solutions is a leading provider of compliance eLearning solutions in the Asia Pacific region, dedicated to helping organisations navigate complex regulatory environments effortlessly. With a commitment to innovation and client service excellence, we empower organisations and teams to cultivate a culture of compliance through engaging and effective compliance training solutions.

We are seeking a highly motivated and experienced Implementation & Support Manager to join our dynamic team based in our Sydney office. The successful candidate will be responsible for assisting clients with the implementation and ongoing support of our Compliance Learning Management System (LMS) - our cutting-edge content authoring platform, ensuring that our clients gain the most from their investment in our platforms and courses, and support our Account management team to create great client satisfaction and maximise client retention.

This role requires a proactive individual who can ensure exceptional service delivery, manage client relationships, drive continuous improvement in our service offerings, coordinate activities between multiple internal teams to ensure client outcomes, strive for continual improvement in the way that we work and provide ongoing support to ensure client success and satisfaction.

Responsibilities

Client Implementation Support

- Lead the onboarding process for new clients, ensuring smooth and successful implementation of the LMS.
- Conduct needs assessments to understand client requirements and tailor the LMS setup to meet their specific needs.
- Provide training sessions and workshops to clients, ensuring they are fully equipped to utilise the LMS effectively.
- Coordinate with internal teams to configure and customise the LMS according to client specifications.
- Ensure the quality of new client implementations as a key driver of client satisfaction.

Reporting Management

- Develop and manage reports to track client usage, performance and outcomes within the LMS.
- Analyse data to identify trends, insights, and areas for improvement in client utilisation of the LMS.
- Form close relationships with our Account management teams to ensure accurate and timely information for client reviews etc.
- In partnership with Account teams, present findings and recommendations to clients, helping them to optimise their use of the system.

Ongoing Client Support:

- Serve as the primary point on our client-facing help desk addressing their queries, concerns and technical issues promptly – managing moderate volumes of client calls and emails
- Monitor the performance of the LMS and proactively identify and resolve potential issues.
- Collaborate with the technical support team to troubleshoot and resolve complex technical problems.
- Work with the Content team to ensure client queries are managed to a high quality and speedy resolution.
- Conduct regular check-ins with clients to assess their satisfaction and identify opportunities for improvement and liaise with the Account Management team to ensure a coordinated approach to client needs.

Relationship Management:

- Build and maintain strong, long-lasting client relationships by understanding their business needs and objectives.
- Develop and implement strategies to enhance client satisfaction and retention.
- Collect and analyse client feedback to drive continuous improvement in service delivery.
- Proactively look to educate clients on ways that they can improve their usage of the LMS, drive course completions and maximise the value that they can gain from them both.

Continuous Improvement:

- Stay updated on industry trends and best practices related to learning management systems.
- Identify and recommend process improvements to enhance service delivery efficiency and effectiveness.
- Revise and develop new processes and practices to ensure consistency and efficiency of client support activities.
- Over time, support the increased automation of processes and reporting to maximise time with clients and proactive management
- Participate in the development and enhancement of LMS features and functionalities based on client feedback and industry advancements.

Essential qualifications and experience

- Minimum of 5 years of experience in service delivery, client management, or a related role.
- Experience in system/ platform configuration and implementation configure, following established processes and utilising available checklists.
- Project management skills with the ability to manage multiple projects simultaneously.
- Proven capability to take ownership of client outcomes delivery through different teams, ensuring excellent communication with those teams.
- Exceptional communication and interpersonal skills, with a client centric approach.
- Proven ability to troubleshoot technical issues and coordinate solutions with technical teams.
- Ability to work independently, self-managing workload and as part of a team in a fast-paced environment.
- Ability to react quickly and problem solve effectively in customer facing situations.

Desirable Qualifications and experience

- Bachelor's degree in information technology or a related field, or relevant industry certification e.g. ITIL or project management certificate e.g. PRINCE2.
- Detailed understanding of Learning Management Systems, or similar SaaS applications and their implementation.
- Driving continuous improvement of established processes and coordinating the implementation of such changes
- Experience of developing and or delivering 'training' materials to enable clients to self-manage frequently occurring issues.

What We Offer

- Competitive salary and benefits package.
- Opportunity to work with a passionate and talented team.
- Professional development and growth opportunities.
- Flexible work environment.
- Conveniently located office in Sydney CBD near Wynyard Station and Barangaroo with harbour views.
- Free access to the new recreation and wellness facility which features luxury end of trip facilities, a quarter length basketball court, sports lounge, golf simulator, peloton bicycles, Pilates and yoga classes.

Our Culture

GRC Solutions is proud of our diverse and inclusive team. Our people come from a range of backgrounds, they all bring their unique skills and experience to contribute to a high performing culture. We seek to provide opportunities for growth and development along with interesting work with amazing clients.

GRC Solutions is an equal opportunity employer and welcomes applicants from all backgrounds to apply. We are headquartered in Sydney with offices in Melbourne, Perth, and Singapore.

How to Apply

Interested candidates are invited to submit their resume and a cover letter outlining their relevant experience and qualifications to careers@grc-solutions.com. Please include "Implementation & Support Manager " in the subject line.

Applicants must have the right to work in Australia.

Note: This job description is intended to convey information essential to understanding the scope of the position and is not an exhaustive list of skills, efforts, duties, responsibilities, or working conditions associated with it.

Person Description

What attributes and behaviours will someone in this role demonstrate (and which we should look for at interview)?

- Highly diligent and quality conscious
- Excellent communicator – internally and with clients – including listening and questioning skills and the ability to adapt their style to different customers
- Excellent self-organisational abilities and process orientated (enabling quick responsiveness when required)
- Strong interpersonal skills - especially empathy and curiosity to understand and engage with clients and confidence to influence internally
- Strong willingness to learn and ability to quickly gain and apply knowledge of SALT LMS
- Client satisfaction and delivery focus
- Critical thinking – constantly looking for improvements whilst managing day to day workload and takes the initiative to explore them
- Calm under pressure
- Comfortable in roles that require delivery of sometime standard tasks and approaches each task interaction with energy
- Commercial orientation – spots opportunities (new sales and extensions and/ or content offerings) but does not have to pursue them.