



Job Scorecard

Position Information			
Position	Implementation Support – eLearning INTERNSHIP	Employee Name	
Department	Learning Technology	Reports to	

Job Purpose
<p>We seeking an Intern to join our eLearning team. In this role, you will play a crucial role in ensuring a seamless onboarding experience for our clients. During your internship, you will learn how to guide clients through the setup of their learning platform, from activating the platform with branding to setting up company architecture, and integration within the client’s tech stack to create the best learner experience.</p> <p>In addition to technical support, you will also learn how to support clients to effectively use their system and act as the first point of contact for all support queries. With a keen eye for detail and creative problem solving skills, you will be accountable for ensuring that all Support Tickets are resolved efficiently and promptly.</p> <p>You will have a passion to learn how to create high-quality learning assets that meet the specific needs of our clients. These skill-sets will also be extended to other parts of the business-like VR Learning Lab, employee experience tools and learning technologies. You will leverage your passion for the latest digital tools and techniques to deliver exceptional results for the business and clients alike. This role requires a strong customer-focused mindset and the ability to communicate technical information to non-technical users. non-technical users.</p>

What you will learn and do
<p>The successful candidate, will form part of the core implementation team and support the Customer Success manager in setting up our micro-learning platform. This will include:</p> <ul style="list-style-type: none">• Supporting the Customer Success function with data analysis to ensure renewal of contracts through proven business case studies.• Working with the client’s core project team to define the technical requirements of their system• Liaising with the client IT team to understand and implement any integration requirements• Lead client Admin Trainings to ensure they can utilize all elements of their platform• Being the first point of contact for any technical troubleshooting (with internal and external challenges)• Responsible for handling /executing support services contracts.• Managing the Axonify support portal and resolving tickets within 48 hours.• Liaising with Axonify HQ to understand the latest developments in best practices around Implementation and Support for our clients.• Research and implement new digital solutions to improve our digital offerings further.• Support the digital team with the creation of Digital assets advising on the best visual output that drives key learning points and delivering to the agreed deadlines• Input and develop ideas on how to upgrade and develop new projects and systems
Specific Measures of Success

- Driving a seamless implementation experience for clients, ensuring all support and technical needs are in place for a successful Axonify launch within 6 to 8 weeks of contracting
- Delivering comprehensive system-based knowledge transfer and administrative training to empower clients to operate independently
- Providing prompt and responsive support to clients, with a target response rate of 24 hours and resolution rate of 48 hours
- Delivering a solution or roadmap to resolution within 48 hours of support requests, during working hours
- Achieving a 100% completion rate on key projects that support the Biz Group ROCKs and the annual priorities
- Driving customer satisfaction through effective project management and stakeholder engagement
- Ensuring the availability of learning data for quarterly account reviews, presenting insights to support the growth and success of our clients
- Delivering high-quality learning assets in a timely manner, contributing to the renewal of learning services subscriptions.

Skills

- A bachelor's degree in Computer Science, Business Administration, or a related field, or equivalent work experience
- Hands-on experience with Learning Management System implementation, a plus
- Excellent interpersonal skills, with the ability to communicate effectively with all levels of an organization and experience in direct customer/client management
- Strong technical problem-solving skills, with examples of effectively resolving complex issues
- Exceptional written and verbal communication skills, with the ability to deliver clear and compelling presentations, both internally and externally
- A self-starter who can work independently and prioritize tasks effectively
- A creative and innovative thinker, with the ability to quickly adapt to new technologies and tools
- A commitment to delivering projects to the highest standards and keen attention to detail
- Strong analytical skills and a curious mindset, always eager to learn and explore new solutions
- Proven ability to establish and maintain positive, long-term working relationships with team members and clients.
- Background in systems administration and/or data analysis, a plus
- A proactive, enthusiastic team player who thrives in a fast-paced environment and is eager to expand their skills and take on new challenges
- Familiarity with animation and e-learning authoring tools such as Vyond, Adobe Suite, and Articulate Storyline, a plus.