

Farmforce Careers: Implementation Analyst

Passionate about overcoming global challenges, interested in deploying innovative IT solutions, feel drawn to emerging markets, intrigued by supply chains, or motivated to continually learn and take risks in a high-growth, rapidly changing tech environment? Join our dynamic team!

1. About Farmforce

Farmforce strives to build trust and transparency in the agricultural first mile. We deliver digital solutions to secure sustainable sourcing, improve farmer quality of life and protect the environment. Our clients work with 550,000+ smallholders in 32 countries across Africa, Asia, Europe and Latin America and we're continuously expanding our platform to address global challenges. We're growing!

2. Implementation Analyst Role and Responsibilities

Title: Implementation Analyst

Start Date: ASAP

Location: Bangkok, Thailand or Oslo, Norway

As an Implementation Analyst, you will focus on testing our products and services, data analysis, and ongoing customer support. The ideal candidate is comfortable in a fast paced, technology-centric environment and has a background in agriculture or emerging markets. The individual needs to demonstrate a sense of urgency, passion in their work with great attention to detail.

Responsibilities:

Data Analysis

- Assessment and uploading of Client data onto their designated Farmforce servers.
- Configuration of Farmforce servers according to the Clients' needs.
- Support Implementation and Operations on Client documentation.

Customer Support

- Monitoring and reports on usage levels and issues with Corporate Clients.
- Provide on-site and remote 2nd line support to Clients and assist with 3rd line support.
- Follow ups with Clients on pending technical and non-technical issues.
- Support Account Reviews and Business Analysis discussions.

Testing

- Execute test cases on the web and mobile application in alignment with new features and web releases.
- Coordinate with Operations on technical defects on the system.

3. Required Qualifications

- Bachelor's degree
- 2 -3 years working experience in any of the following industries:
 - Software (Enterprise, SaaS)
 - Farming & Agriculture
 - Food/Ingredients Sourcing

- FMCG/CPG
- Logistics & Cold Chain
- Retail, Wholesale, Food Service
- Food Safety, Auditing & Certification (e.g. HACCP, Global GAP, RFA)
- Conversational English or higher level is a must.
- Candidate should be collaborative, resourceful and pragmatic.
- Candidate should already be present in Bangkok or Oslo, with valid work permits.

Nice to Haves:

- French, Portuguese (Conversational to Business Level)
- Experience working / living in Africa

4. Benefits and Compensation

- A competitive salary and benefits package
- Global / regional network / exposure in AgTech/Global Food Industry
- One of the hottest startups in Norway and AgTech
- Casual work environment
- Travel to clients and partners in emerging markets
- We value autonomy
- Opportunity for growth for all employees

5. How Do I Apply?

If you'd love to work at Farmforce, just email info@farmforce.com (referencing the job title you are applying for) with why you're a perfect fit for this role and attach a CV and a link your LinkedIn profile.

Farmforce is an equal opportunity employer and will consider every qualified applicant for employment. Farmforce does not discriminate based on race, ethnicity, national origin, ancestry, religion, gender, sexual orientation or disability.