

# BARBADOS WATER AUTHORITY



## Vacancy Notice

### Project Coordinator – Customer Information System (CIS) Implementation

Applications are invited from suitably qualified persons to fill the vacant position of Project Coordinator – Customer Information System (CIS) Implementation.

The Barbados Water Authority is responsible for the provision of safe, reliable, and sustainable water supply and related services to its customers. To improve customer service delivery, billing accuracy, revenue collection, data management, and operational efficiency, the Utility intends to implement a modern Customer Information System (CIS).

The CIS will support core customer-related business processes including customer registration, metering, billing, payments, customer service, complaints management, reporting, and integration with other enterprise systems (e.g., finance, asset management, GIS).

To ensure successful planning, procurement, implementation, and commissioning of the CIS, the Utility seeks to engage a Project Coordinator to lead and manage the project. The engagement is projected to last 12 months, with the possibility of an extension subject to project needs and performance.

The Project Coordinator will report to the Manager Information Systems for the duration of the project.

#### **DUTIES AND RESPONSIBILITIES**

The Project Coordinator will be responsible for the full lifecycle management of the CIS project, including but not limited to the following tasks:

- Develop and maintain a comprehensive project implementation plan, including scope, schedule, milestones, budget, risks, and resources.
- Establish project governance structures, roles, and responsibilities.
- Support finalization of business requirements and functional specifications in collaboration with utility departments.
- Prepare and manage project documentation (project charter, work plans, risk register, communication plan).
- Support procurement processes for the CIS solution, implementation partners, and related services in accordance with applicable procurement rules.
- Participate in contract negotiations.
- Serve as the primary point of contact between the Utility and the CIS vendor.
- Manage vendor performance against contractual obligations, deliverables, and service levels.
- Oversee system configuration, customization, and development activities.
- Coordinate data preparation, cleansing, migration, and validation from legacy systems.
- Ensure integration of the CIS with existing systems (e.g., finance, GIS, meter reading, payment platforms).
- Manage testing activities, including unit testing, system testing, integration testing, and user acceptance testing.
- Coordinate user training, change management, and stakeholder engagement activities.
- Ensure development of user manuals, standard operating procedures, and technical documentation.
- Support organizational readiness for CIS adoption and operational use.
- Plan and manage system go-live activities.
- Oversee post-implementation support.
- Ensure resolution of defects and outstanding issues.
- Support handover of the system to operational and IT teams.
- Monitor project progress, risks, issues, and dependencies.
- Prepare regular progress reports for management and stakeholders.
- Identify and proactively manage project risks and mitigation measures.
- Ensure compliance with applicable policies, standards, and regulatory requirements.

## **REQUIRED QUALIFICATIONS AND EXPERIENCE**

The Project Coordinator shall have the following minimum qualifications:

### **EDUCATION**

- Bachelor's degree in Information Technology, Engineering, Business Administration, Project Management, or a related field.
- A postgraduate degree or professional certification in project management (e.g. PMP, PRINCE2)

### **EXPERIENCE**

- At least 5 years of experience in managing ICT or enterprise system implementation projects.
- Demonstrated experience in implementing Customer Information Systems, billing systems, ERP, or similar enterprise systems.
- Experience working with utilities (water, electricity, or sanitation) is strongly preferred.
- Experience managing vendors and multidisciplinary project teams.

### **SKILLS AND COMPETENCIES**

- Strong project management, planning, and organizational skills.
- Knowledge of CIS business processes, including customer management, billing, and revenue collection.
- Excellent communication, reporting, and stakeholder management skills.
- Ability to manage change and drive user adoption.
- Strong analytical and problem-solving skills.

### **SALARY AND ALLOWANCES**

The successful candidate will receive an attractive salary and benefits package based on their qualifications and experience.

Applications with full curriculum details should be emailed to [hr@bwa.gov.bb](mailto:hr@bwa.gov.bb) or addressed to:

The Director of Human Resources Management and Development  
Barbados Water Authority,  
Pine Commercial Estate,  
The Pine,  
St Michael

The closing date for receipt of application is **Friday, March 20<sup>th</sup>, 2026.**

**Unsuitable applications will not be acknowledged, and only shortlisted candidates will be contacted.**