DATA INNOVATORS DIGITAL ADOPTION GRADUATE PROGRAMME

Digital Adoption Graduate Intern

Build your career where people, data and technology meet.

Be part of a programme that gives you real responsibility, meaningful client exposure and the opportunity to learn from experienced professionals. You'll gain practical experience, develop sought-after digital and AI-era skills, and build the confidence to make an impact from the start of your career.

This is not a narrow software-testing internship. It is a practical graduate development opportunity to help clients and users adopt ImpactBoard successfully while building transferable skills in digital delivery, customer success, data, analytics, AI and professional consulting.

Opportunity at a glance

PROGRAMME	ROLE	LOCATION
Digital Adoption Graduate Programme	Digital Adoption Graduate Intern	Hybrid, based in Johannesburg, Gauteng

EMPLOYMENT TYPE	DURATION	MONTHLY STIPEND
Graduate internship	12 months	R10 000

Why join the programme?

- Work on real digital products, client challenges and user needs from the start.
- Learn through mentorship, feedback, practical responsibility and exposure to experienced colleagues.
- Build a broad foundation across customer success, technology adoption, data quality, product support, testing, AI and automation.
- Develop the judgement and communication skills needed to work confidently in client-facing environments.
- Grow with an African innovation and data partner that values curiosity, delivery, inclusion, learning and integrity.

About Data Innovators

Data Innovators is an African innovation and data partner helping organisations turn data, analytics and AI into responsible value and measurable impact. We work hands-on with clients to solve the right problems, prove value early and scale what works. Our work brings together strategy, data, technology, design, measurement and change so that insight becomes practical action.

ImpactBoard is Data Innovators' flagship digital platform and will be the primary environment in which you gain this experience. It is our digital data management and reporting platform and it helps organisations structure, collect, manage, analyse and visualise the information they need to track progress, improve decisions and communicate results.

About the opportunity

As a Digital Adoption Graduate Intern, your core purpose will be to help ImpactBoard clients and users adopt the platform successfully and gain value from it. You will work across real delivery needs rather than move through formal rotations. Your assignments may change as client priorities, user needs and product opportunities evolve.

You will not be expected to arrive with every technical skill. We are hiring primarily for aptitude, learning agility, curiosity, ownership, the ability to build trust, and a demonstrated willingness to take initiative, solve problems, and learn from experience.

We will help you develop the practical tools and knowledge required to contribute whilst gaining practical experience in data, digital technology, AI, and customer success.

What you will work on

CLIENT ONBOARDING AND ADOPTION	SUPPORT AND QUALITY	DATA, AI AND KNOWLEDGE
Onboarding and implementation	**First-line troubleshooting**	**Data quality, reporting and basic analytics**
Help prepare client environments, organise information, track onboarding actions and support go-live activities.	Investigate issues, gather clear evidence, reproduce problems where possible and escalate effectively.	Check data for completeness and consistency, support uploads and reporting, and help turn information into useful insights.
End-user support and training	**UAT and product testing**	**Documentation and knowledge resources**
Respond professionally to user questions, support learning sessions and help users build confidence with the platform.	Test features and user journeys, document results and provide clear feedback to improve quality and usability.	Create and improve user guides, FAQs, process notes, training materials and support content.
Technology adoption	**Customer success and user engagement**	**AI and automation**
Support communications, engagement and practical activities that help teams use new digital tools and ways of working.	Help monitor user needs, follow up on actions and support positive, value-creating client relationships.	Gain practical exposure to responsible AI and automation, and explore how they can improve support, analysis and delivery.

What we are looking for

We are looking for a strong recent graduate with the potential to learn fast, contribute responsibly and grow into increasingly complex work. You are likely to thrive in this programme if you:

- learn quickly and actively seek feedback;
- think analytically, ask good questions and enjoy solving problems;
- are naturally comfortable with data, digital tools and technology;
- communicate clearly, respectfully and professionally;
- can be trusted to represent Data Innovators well in client-facing environments;
- take ownership, follow through and keep others informed;
- pay attention to detail without losing sight of the bigger purpose;

- work well with different people and perspectives; and
- are curious, adaptable and genuinely willing to learn.

Qualifications

A recent degree, diploma, advanced diploma or equivalent recognised qualification in a data, technology, analytical, business or related discipline. Relevant fields may include Data Science, Data Analytics, Statistics, Mathematics, Computer Science, Information Systems, Information Technology, Business Analytics, Engineering, Commerce, Economics or another field that demonstrates strong analytical and digital aptitude.

Candidates with relevant certifications, project work or a demonstrable aptitude for technology-enabled problem-solving will also be considered.

Advantages, not prerequisites

- Microsoft Excel or similar spreadsheet tools
- Power BI or another data visualisation tool
- SQL or basic data-querying experience
- Software testing, UAT (user acceptance testing) or quality assurance
- UX, product or service-design exposure
- Customer support, tutoring, facilitation or training experience
- AI tools, automation or no-code platforms

Do not rule yourself out if you do not have all of these. Show us how you learn, think, problem-solve and take ownership.

What you will develop

PRACTICAL CAPABILITIES	PROFESSIONAL CAPABILITIES
• Digital onboarding and adoption • Product and user support • Data quality and basic analytics • UAT and issue investigation • Documentation and knowledge management • Responsible AI and automation exposure	• Client communication • Problem framing and structured thinking • Ownership and follow-through • Planning and prioritisation • Collaboration and feedback • Professional judgement and confidence

READY TO LEARN FAST AND CONTRIBUTE FOR REAL?

Send your CV and a short motivation via the programme page on our website by 09 October 2026.

In your motivation, tell us about a problem you solved, something technical you taught yourself, or a project that shows how you think and follow through.