

Performance Description			
Name:		Position Title:	Technology Consultant
Appointments:			
Reports To (title):	Operations Manager		
Location:	Based in Christchurch. Travel is required to out of town locations		
Authority Level:	Nil		

## Organisational Chart

Technology Consultant	Operations Manager (OM)	Director/s
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## Purpose

Deliver profitable, chargeable learning and support services to Ripped Orange customers.

## Key Goal 1: Training Needs Analysis

Activity	Performance Measure
Implement, manage and conduct Training Needs Analyses products and services in appointed client sites.	<ul style="list-style-type: none"> <li>• Outputs conform with client standards and agreements.</li> <li>• Learning plan solutions are implemented.</li> <li>• Knowledge BluePrint fully implemented in appointed client sites.</li> </ul>

## Key Goal 2: Problem Solving

Activity	Performance Measure
Identify, document and resolve potential IT problems/issues for clients by providing a "help desk" style solution for end user queries.	<ul style="list-style-type: none"> <li>• Problem logs are maintained and updated.</li> <li>• Have examples of proactive problem identification.</li> <li>• User issues and/or problems owned until closed out.</li> <li>• Problems/issues are escalated to appropriate persons within agreed timeframes.</li> </ul>

Key Goal 3: Training Delivery

Activity	Performance Measure
Prepare and deliver both group and one on one training sessions applying adult learning techniques using RO standards.	<ul style="list-style-type: none"> <li>• Verbal and written feedback from clients and participants.</li> <li>• Pre and post learning processes completed.</li> <li>• All recommendations are followed up.</li> <li>• Learning goals achieved or issues escalated for resolution.</li> </ul>

Key Goal 4: Product Development

Activity	Performance Measure
Develop and produce training, support materials and communication documentation.	<ul style="list-style-type: none"> <li>• Format and content adheres to RO standards.</li> <li>• Quality control testing and user acceptance processes completed.</li> <li>• Documentation signed off and accepted by client.</li> </ul>
Develop and implement Microsoft Office Templates using Word, Excel, PowerPoint or other appointed software products as required.	<ul style="list-style-type: none"> <li>• Quality control testing and user acceptance processes completed.</li> <li>• RO Templates and Brand IT services fully implemented in client sites.</li> <li>• Templates signed off and accepted by client.</li> </ul>

Key Goal 5: Document Management

Activity	Performance Measure
Develop and implement document management recommendations and best practice for clients.	<ul style="list-style-type: none"> <li>• Document management practices are implemented and proactively managed in appointed client sites.</li> </ul>

Key Goal 6: Project Management

Activity	Performance Measure
Manage product implementation projects from an end user perspective with the intention to increase user acceptance and buy in to change and to support the maintenance of business continuity on go live dates.	<ul style="list-style-type: none"> <li>• Communication plans are implemented for all projects.</li> <li>• Risk analysis is undertaken and identified risks escalated and managed.</li> <li>• Project timelines are achieved.</li> <li>• Project objectives are achievable and met.</li> </ul>

Key Goal 7: Client Relationships

Activity	Performance Measure
Develop and maintain strong client relationship and contact at all levels within the clients business with the intention to develop growth opportunities for RO products and services.	<ul style="list-style-type: none"> <li>Client verbal and written feedback is positive and clearly demonstrates their needs are being met.</li> <li>Achieving objectives for each appointed client site.</li> <li>Ongoing business opportunities identified and escalated.</li> <li>The full RO product range is established in appointed client sites.</li> </ul>

Key Goal 8: Internal Relationships

Activity	Performance Measure
Be a positive and constructive team member who actively works on developing a supportive team environment within RO.	<ul style="list-style-type: none"> <li>Attend team meetings and social activities.</li> <li>Positive verbal and written feedback from RO team members and management.</li> </ul>

Key Goal 9: Quality

Activity	Performance Measure
Ensure that RO business operations run efficiently and error rates and re-work is minimised.	<ul style="list-style-type: none"> <li>All reporting is accurate and on time.</li> <li>Observing and provide constructive feedback on peers.</li> <li>No 'free time' allocated to clients without approval.</li> <li>Respond to emails and return phone calls in a timely manner.</li> <li>Action all allocated tasks in agreed timeframes.</li> </ul>

Key Competencies

<ul style="list-style-type: none"> <li>Five years of experience in general business</li> <li>Strong Microsoft Office user product skills.</li> <li>Training delivery experience.</li> <li>Reporting and technical writing skills.</li> </ul>	<ul style="list-style-type: none"> <li>Relevant tertiary qualification or equivalent life experience.</li> <li>Superior influencing and verbal communication skills.</li> <li>In depth understanding of adult learning philosophies.</li> <li>Professional presentation and facilitation skills.</li> </ul>
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Personal Attributes

<ul style="list-style-type: none"> <li>Interest in self development</li> <li>Ability to work unsupervised and in a virtual office</li> </ul>	<ul style="list-style-type: none"> <li>A high level of personal hygiene.</li> <li>Dress to appropriate client standards when on site or in</li> </ul>
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culture. <ul style="list-style-type: none"> <li>• Quick learner.</li> </ul>	client engagement opportunities.
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Contacts

Customers		
Purpose	Contact	Frequency
Delivery of services and development of RO opportunities.	New and Existing Clients	Daily
Update on client activity, workflow, potential opportunities, problem resolution. Mini personal review, skill confirmation and support.	Operations Manager	2-3 times per week
Sharing information and knowledge.	Individual Trainers	Fortnightly
Sharing information and knowledge.	RO team	Monthly

Suppliers		
Purpose	Contact	Frequency
N/A	N/A	N/A

Review Plan

Meeting with manager monthly as a general activity review, formal reviews twice yearly (every 6 months) February and August.
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Sign Off