



Job Title: Project Service Consultant - Rostering

Location: Australia

Main Purpose of Job

At Total mobile we believe in making work more productive and enjoyable by providing enterprise apps that deliver a consumer experience. We deliver field work force management solutions for a wide range of markets including health, local government, social housing, utilities and facilities management.

As a Project Service Consultant within Total mobile you will be responsible for **delivery of or rostering solutions** through the entire project lifecycle from consultancy, design and configuration to implementation and training services. The role also involves support of pre-sales and after sales activities to commercial and account managers as required.

As part of the role, you are also required to liaise and work closely with the development team to ensure co-ordination and planning of required customer development.

Reporting to the Managing Consultant and working alongside a team of experienced colleagues you will have proven implementation expertise and will be responsible for the alignment and

delivery of projects liaising with customers, staff and third -party suppliers. Working closely with the Head of Account Management and GM are essential to this role.

- Provide support in managing customer projects where required
- Report to the managing consultant on project progress and utilization on a regular basis
- Work in multi-disciplinary teams and virtual teams in matrix style structures
- Liaise with and sometimes manage colleagues and third -party suppliers on projects
- Scope and design application, integration and reporting solutions for delivery to customers
- Work within the standard project delivery framework to deliver projects, using standard documentation as required
- Loading, manipulating and extracting data from MS SQL Server databases
- Provide training and knowledge transfer to customers on solutions provided
- Provide testing and go-live support to customers
- Ensure a streamlined handover to the customer's success team following project closure
- Ensure customer and Total mobile expectations on project delivery are met
- Ensure there is clear understanding of the necessary customer deliveries
- Work closely with the development team to ensure customer deliveries; in which development is required are planned and coordinated
- Match this customer deliveries to the necessary Revenue Targets that are in place
- Any other duties as assigned

Employee Specification

Essential

- ICT (or related discipline) HND/Degree level qualification and at least three years' experience in a similar role
- **Rostering software Implementation expertise** working for a software company in a customer facing role
- Expertise through the project lifecycle:
 - Process analysis and design
 - Configuration
 - Training and knowledge transfer
 - Testing and go-live support
- Excellent interpersonal and communication skills (including the ability to explain complex technical issues in business terms)
- Excellent documentation and presentation skills
- Ability to learn, understand and support new applications and technologies
- Self-motivated, results focused, able to work on own initiative and as part of a busy team
- Strong analytical & problem-solving skills
- Planning and organisational abilities
- Ability to work quickly and accurately under pressure
- MS SQL Server or equivalent (data manipulation) skills
- MS SSRS or equivalent report writing skills

- MS Office skills including Word, Excel and PowerPoint to an advanced standard

Desirable

- PRINCE2, CAPM or PMP certified (foundation level good, fully certified better)
- MCSE, MCP or equivalent qualifications
- Knowledge of field workforce management solutions
- Experience of change management or transformational projects
- Experience of integration between systems
- Influencing & negotiating skills
- MS Visio skills