

## Customer Solutions Lead

## Position Description

<b>Grade</b>	6.2	<b>Position number</b>	
<b>Employment type</b>	Ongoing	<b>Status</b>	Full time
<b>Division</b>	Customer Engagement	<b>Direct / indirect reports</b>	5 / 0
<b>Reports to</b>	General Manager Custom Services & Solutions		
<b>Date approved</b>			

## About CenITex

<b>Our Vision</b>	To deliver customer focussed ICT services, that support a modern, agile and productive public sector
<b>Our Purpose</b>	CenITex is a key supplier of shared ICT infrastructure providing services and support needed to ensure our customers stay operating and connected 24/7.
<b>Our Values</b>	Our values are the foundation of our culture and guide how we work together: <b>RESPECT, COURAGE, ACCOUNTABILITY, COLLABORATION, INITIATIVE</b>

### Division Summary

The Customer Engagement team builds and manages relationships with Departments and Agencies in the Victorian Public Sector. Engagement ranges from deep relationships with Departments to broad connection to public sector entities. The intent is to grow the impact of CenITex services across the Victorian Public Sector through providing reliable, easy to use contemporary technology which enables our customers to deliver the services the Victorian community needs and expects.

The Customer Engagement team builds a deep understanding of our customers and how government works and plans and develops the best value services to meet their needs. This team leads the rest of CenITex in the delivery of services to our customers.

### Position Purpose

The Customer Solutions Lead provides senior strategic leadership through the coordination and support of the Solution Specialist and Solution Architecture teams. With accountability for quality control and customer satisfaction pertaining to the entire proposal lifecycle, the Customer Solutions Lead will ensure that that CenITex continues to meet the prioritised business requirements of the customer whilst ensuring the continuous improvement on existing processes and achieving productivity improvements.

The position also performs the role of Technical Solutions Specialist to engage with customers to provide proposals for cost effective technical solutions that meet customer needs while aligning with architectures and designs, standards and guidelines provided for Whole of Victorian Government (WoVG).

### Key Accountabilities

- Provide leadership and support for the customer and technical solution teams in pre and post-sales phases.
- Provide feedback from direct client interactions to innovate next generation of services.
- Responsible for identifying resource requirements, timeframes and deliverables per proposal and/or business case and ensuring priorities are being achieved.
- Ensure that solutions and components are clearly articulated and peer reviewed prior to delivery to customer.
- Accountable for the quality control, viability and customer satisfaction pertaining to the proposal development process.
- Use and continuously improve on existing processes and achieve productivity improvements through the identification and application of repeatable best practice methodologies and optimum resource management.
- Define and ensure appropriate resource management across customer portfolios in order to meet the business requirements.
- Coach and develop people as individuals and as a team - building the right capabilities and skills in the team for current and future needs including career planning.
- Work in partnership with service design and service delivery teams.
- Responsible for the design of high quality, cost effective, robust solutions that meet the needs of the business.

- Provide direction technical aspects of a technical solution to ensure that they take account of relevant architectures and standards.
- To actively contribute to the enhancement of architecture standards.
- Ability to conceptualise the “big picture” into solutions that incorporate the best mix of technology to deliver requirements.
- Any other duties as reasonably directed by CenITex.

### Key Selection Criteria

#### 1. **Specialist Expertise and Experience**

Substantial knowledge, capability and experience working in the delivery of IT services to government and/or large complex organisations, with expertise in process / quality control to ensure customer satisfaction for the proposal lifecycle.

#### 2. **Leadership**

Significant track record in developing and leading high performance teams, with proven ability to motivate, inspire and align teams to strategic priorities.

#### 3. **Stakeholder management and Influencing**

Excellent communication and interpersonal skills with the ability to report, credibly communicate, negotiate and influence outcomes at all levels of an organisation.

#### 4. **Business Management**

Demonstrated ability to develop and drive objectives through effective planning of resources and business functions i.e. people, finance and performance.

#### 5. **Service Excellence**

Dedication to customer service with demonstrated experience in identifying, leading and implementing initiatives that deliver improved customer experience.

#### 6. **Strategic Planning**

Strategic thinker and commercially astute, with a strong track record in developing and proposing customer focussed and commercially sound technology and business solutions, that advance strategic interests.

### Education and Qualifications

- Tertiary qualifications in ICT, Engineering or Business and/or equivalent experience.

### Skills & Competencies

- **Change Management** - Maintains and controls their work group so that it continues to perform over time in changing circumstances
- **Coaching** - Guides and helps others to develop the behaviours critical to the organisation’s current and future success
- **Customer Focus** - Provides an end to end customer experience and meets the customer’s expectations and needs
- **Innovative Decision-Making** - Makes effective decisions and innovations which make a step change in the performance of their work group.
- **Initiative** - Remains proactive and takes prompt action to accomplish goals
- **Operational Awareness** - Is attentive to the opportunities and threats to the organisation
- **Performance Management** - Ensures the appropriate performance of all direct reports over time
- **Planning and Organising** - Plans own and team’s schedules and resources so that their work is completed by the required time.
- **Relationship Building** - Works with suppliers and staff outside their team to create relationships which achieve mutual goals and objectives
- **Results Orientation** - Continuously works towards the goal with high levels of effort to achieve it
- **Self-Development** - Understands own strengths and development areas, and takes action to continually improve behaviour in the work place over the long term
- **Team Work** - Relates with others in their team to achieve the work group’s goals over time

### Other Relevant Information

- This position description is an overview of the role; changes to the position should be expected reflecting changes in organisational goals and objectives, activities or job focus.
- Staff members must comply with policies, procedures, delegations, legislation and other obligations relevant to CenITex.
- In the area of OHS, all staff members are responsible for following reasonable instruction, cooperating with their employer, and at all times taking reasonable care for own health and safety and the health and safety of other people who may be affected by your conduct in the workplace.