

Transition Account Manager

Position Description

Grade	6.1	Position number	
Employment type	Ongoing	Status	Full time
Division	Customer Engagement	Direct / indirect reports	0 / 0
Reports to	General Manager Custom Services & Solutions		
Date approved			

About CenITex

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

Division Summary

The Customer Engagement team builds and manages relationships with Departments and Agencies in the Victorian 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 Transition Account Manager is responsible for the establishment of key partnerships with new and/or existing CenITex customers. The role ensures positive client satisfaction and assumes responsibility for high level relationship management and service delivery for assigned customers, strategic to the long term success of CenITex. The Transition Account Manager is accountable for delivering all elements of service transition to required timeframes, quality and budget whilst identifying opportunities for the development of innovative services, processes or products that address current and future customer requirements.

Key Accountabilities

- Strategically focussed and responsible for client satisfaction across the services and solutions delivered; accountable for the quality and profitability of services.
- Responsible for end-to-end account management including financial and risk analysis, customer negotiation around financial and risk management.
- Serves as the primary management contact and liaison for service delivery, accepts responsibilities of representing CenITex to the customer and the customer to CenITex through the building of effective relationships with key decision makers in both groups.
- Actively works to maintain and grow the customer relationship while ensuring ongoing service delivery and customer service in relation to both strategy and actual targets.
- Closely manages and monitors project performance, particularly in relation to the development of strategies and processes, metrics, change management and communication.
- Identifies opportunities for the development of innovative services, processes or products that address current and future customer requirements.
- Provides transition leadership and support for new business opportunities.
- Responsible for implementing new services from identifying resource requirements, timeframes and deliverables per business case, through to planning and deployment.

- Acts as a senior leader accountable for budget/schedule success and client satisfaction throughout the transition process.
- Act as the primary contact for the customer maintaining close communication to ensure delivery to schedule and issues addressed.
- Effectively and proactively manages risk for high to very high risk projects.
- Identifies and recommends areas of continuous improvement.
- Any other duties as reasonably directed by CenITex.

Key Selection Criteria

1. Specialist Expertise and Experience

Strong knowledge, capability and experience in working in relationship building and account management in the technology sector.

2. Leadership Skills

Experience in forming and leading high performance matrix teams, with proven ability to motivate, inspire and align teams to strategic priorities.

3. Stakeholder Management and Influencing

Superior stakeholder management skills with the ability to credibly communicate, negotiate and influence strategic outcomes at the most senior level.

4. Strategic Planning

Strategic thinker and commercially astute, with an ability to see the 'big picture' and deliver outcomes in accordance with strategic direction.

5. Business Management

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

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.

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