



HAMMERTECH

Position Description

Implementation Consultant

REPORTS TO: Customer Success Manager

DIRECT REPORTS: Nil

EMPLOYMENT CONDITIONS: Contract of Employment

TENURE: Full time, ongoing position

LOCATION: TBC

START DATE: TBC

Context

Established in 2014 HammerTech, provides quality and safety solutions to the construction industry and experiencing rapid growth due to the successful implementation of its products on major construction sites in Australia and the Pacific, and in North America. The company will soon expand its operations further.

HammerTech is a dynamic and innovative company with a team focus where we build safer, smarter, better – together. Our workforce is committed to individual and team empowerment so that our innovative approach is sustained, the growth in our capability is continuous and we excel in enhancing safety in the construction industry.

HammerTech is growing rapidly and requires an Implementation Consultant to join a growing team.

1. Job Purpose

The role has two key components. The first is to become a HammerTech expert so that assistance can be provided in many facets of implementation including configuration, project planning, training material creation, training delivery and ongoing implementation support. The second key component is to provide customer support to existing HammerTech customers. Secondary to implementation and support activities, the role will aid in the day-to-day business administration activities of HammerTech, tasks ranging from assisting in the upkeep of our online knowledge base to undertaking continuous improvement on HammerTech processes.

2. Communication Requirements

Customer Success Manager

Global VP of Customer Success

Team Members

Internal Staff (Product & Technical Support)

3. Level of Authority

As delegated by the Customer Success Manager

4. Special Requirements of the Position

1. Outstanding integrity and capacity to maintain strict confidentiality
2. Flexibility of hours to meet operational requirements of the business
3. Current and satisfactory National Criminal History Records Check
4. Capacity and willingness to travel as required

5. Job Competency Requirements

Qualifications, Knowledge and Experience

1. 1 – 3 years working for a SaaS (software as a service) organization
2. Being involved in the implementation and rollout of a SaaS based application
3. Tertiary qualifications in IT or similar or equivalent commercial experience
4. Experience in supporting the development and delivering of training programs
5. Experience in business process improvement (desirable)
6. Experience within or understanding of the building and construction or similar industry (preferred but not essential)
7. Experience in undertaking any activities within the Quality, Health, Safety or Environment space (preferred but not essential)
8. Experience in change management (preferable)

6. Skill and abilities

1. Strong organisation and planning skills
2. Outstanding customer service and communication skills
3. Excellent written and verbal skills
4. Attention to detail: work within the team to ensure documentation of processes is maintained to a high standard
5. Excellent analytical and problem-solving skills
6. Capacity to build and foster strong stakeholder relationships
7. Capacity to manage competing priorities and meet agreed targets and timelines
8. Capacity to work effectively as part of a team
9. Positive attitude and outgoing personality

7. Responsibilities

1. Configuration of client environments, to meet the requirements outlined in the concept design
2. Assist in project work as directed
3. Lead Elliott Safety Solution (HT's out of the box safety solution) implementations
4. Provide project management/stakeholder management of clients during the "implementation" phase
5. Provide status reporting to both internal management and clients
6. Generate training material and training schedules for clients
7. Provide training to new and existing clients
8. Assistance with general business administration i.e. updating of knowledge base
9. Provide phone and email support to clients
10. Provide technical assistance to clients as required
11. Apply application expertise to identify problems, investigate causes and recommend solutions to correct problems
12. Update support articles as required
13. Become an expert in HammerTech applications
14. Other duties as required from time to time

8. Signatures

Employee (Print Name)	Signature
Date	
Chief Financial Officer & Vice President Corporate Services	Signature
Date	