



HAMMERTECH

Position Description

Implementation Specialist – New Zealand

REPORTS TO:	Head of Implementation and Customer Success ANZ
DIRECT REPORTS:	Nil
EMPLOYMENT CONDITIONS:	Contract of Employment
TENURE:	Full time, ongoing position
LOCATION:	Auckland, NZ or Wellington, NZ
START DATE:	February 2022 onwards

Context

HammerTech is a dynamic and innovative company which provides quality and safety solutions to the construction industry.

Established in 2014 HammerTech is experiencing rapid growth due to the successful implementation of its products on major construction sites in Australia and in North America. The company will soon expand its operations further in both countries.

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

1. Job Purpose

The main purpose of this role is to become a HammerTech expert so that assistance is provided in all facets of implementation including solution analysis, configuration, project planning, training material creation, training delivery and ongoing implementation support. Secondary to implementation is to assist in the day-to-day business administration activities of HammerTech, tasks ranging from responding to customer support tickets, assisting in the upkeep of our online knowledge base and undertaking continuous improvement on HammerTech processes.

2. Communication Requirements

Chief Customer Officer

Head of Implementation & Customer Success ANZ

Internal Staff (Customer Success & Technical Support)

Team Members

3. Level of Authority

As delegated by the Head of Implementation & Customer Success ANZ

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. Ability to travel to client sites
5. Current valid work rights for NZ

5. Job Competency Requirements

Qualifications, Knowledge and Experience

1. Tertiary qualifications in IT or similar or equivalent commercial experience
2. Certificate IV in Training and Assessment (preferable)
3. Around 3 – 4 years' experience in building and delivering systems based training programs, including generation of material to be used within programs.
4. Experience in undertaking any activities within the Quality, Health, Safety or Environment space
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 change management (preferable)

Skills and abilities

1. Strong organisation, planning and project management 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

6. Responsibilities

- 6.1 Configuration of enterprise client environments, to meet the requirements outlined in the implementation analysis activity
- 6.2 Assistance with general business administration i.e. updating of knowledge base
- 6.3 Update support articles as required
- 6.4 Participate and lead in project work as required
- 6.5 Provide project management/stakeholder management of clients during the "implementation" phase
- 6.6 Provide status reporting to both internal management and clients
- 6.7 Generate training material and training schedules for clients
- 6.8 Provide training to new and existing clients
- 6.9 Other duties as required from time to time