# Position Description

# Product Support Specialist (Client Information System)

| Tenure/Status: | Permanent Full-time | Location: | Various |
|---|---|---|---|
| Classification: | EBA | Probation Period: | 6 months |
| Reporting to: | Transformation & Major Projects Manager | Other: | |

## Position Purpose

The Product Support Specialist is responsible for leading and enabling an enhanced approach to capturing, creating, and managing client information using contemporary techniques and systems. The position is the key system custodian for the current and future client information system and will help to drive a culture of valuing data management and online systems to ensure accurate and timely client support and administration.

## Reporting Relationships

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                    Manager,
                 Transformatino &
                  Major Project
                         |
     ┌──────────────┬─────────┴────────┬──────────────┐
Software Provider  Project Support   Project Manager  Change Manager
                   Specialist
                         |                    |
            ┌────────────┴──────┐            ...
    Business & Data    Project Team    Project Team     Project Team      Project Team
    Analyst            Member: NDIS    Member: Finance  Member: Client    Member: Service
                       Support                          Delivery          Operations
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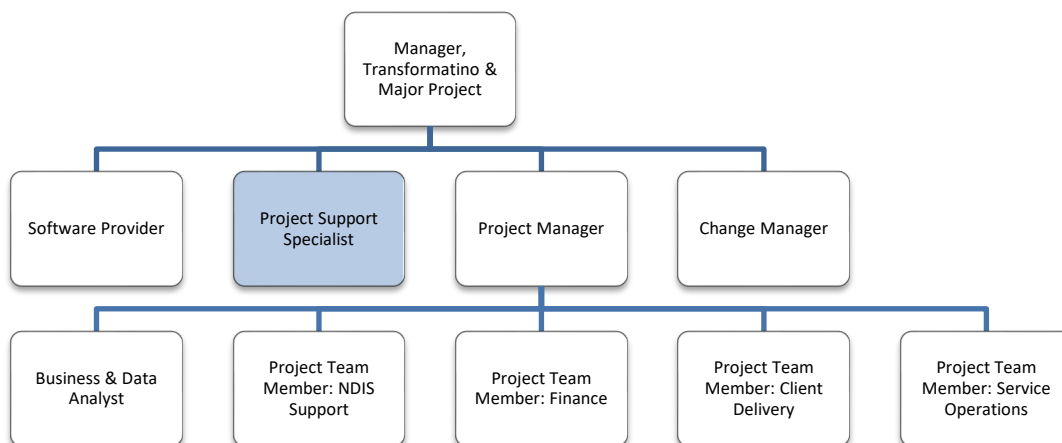
## Key Stakeholders

- Manager, ICT
- Software Provider/s (Lumary)
- System Infrastructure Provider/s
- Manager, Strategy & Transformation
- Family Support & Funding team
- Accounts Receivable
- Centre Managers
- Program Coordination Team

# Responsibilities

| Area | Responsibilities |
|------|------------------|
| **Positive child and family experience** | • Work collaboratively with key internal stakeholders to understand and drive priority improvements to client information management, and ultimately, end-to-end client experience<br>• Support the establishment of a strong team culture of respectful engagement with family and child stories and protect child and family data<br>• Continually build knowledge on the client information system (CIS) [Lumary, Salesforce] landscape that can be shared with key internal collaborators |
| **Solution Leadership** | • Manage the full product lifecycle of the client information system (CIS) and provide input into the client product roadmap<br>• Act as an owner/champion of the client information system and ensure the application is fit-for-purpose and within scope<br>• Oversee the development and maintenance of client information processes to enable quality business analysis, reporting, and continuous improvement<br>• Ensure the Client Information System at AEIOU is fit-for-purpose and continues to have a very high level of support and usage amongst central office and centre-based employees |
| **Solution Build** | • Actively participate in system integration and build activities including:<br>   o the configuration of business solutions into the software application including system integration and test plans/cases (including appropriate test environments)<br>   o support data migration planning and user testing<br>   o decommission legacy systems and processes in a planned and effective way<br>   o sponsor and support effective documentation that captures accurate configuration of the application and any system integration requirements<br>   o ensure clear transition plans are in place for the exit of the system implementation team and conversion to business-as-usual with a SaaS solution in place<br>• Help to ensure that efficiency and effectiveness gains (benefits) of the system/application are achieved |
| **Application Support and Change Management** | • Provide oversight of the Lumary Solution and ensure product updates are understood and well-transitioned into AEIOU operational processes<br>• Collaborate with Lumary and key internal stakeholders to plan, manage, and monitor appropriate demand management solutions, service interruptions, and upgrades<br>• Conduct regular change management analysis, planning and implementation activities (including delivering training, education, and engagement activities) to ensure a high level of adoption by central office and centre-based employees |
| **Continuous Improvement** | • Maintain regular communication and engagement with core users to understand any emerging issues or risks and identify mitigation or escalation pathways<br>• Participate in external user groups to support ongoing application updates / prioritisation of enhancements<br>• Plan and manage ongoing data integrity and user access initiatives to enable enhanced reporting and overall data management<br>• Continually assess solution-fit and compliance with agreed processes and controls<br>• Identify emerging scenarios that are deemed to be 'exceptions' or 'outside of the system' and problem solve by embedding as much as possible into the CIS end-to-end solution |
| **Governance /Compliance** | • Ensure compliance with relevant legislation and regulatory bodies including NDIS, ACECQA (i.e. National Quality Framework), and Human Services Quality Framework.<br>• Ensure CIS policies and procedures are available, implemented, and maintained according to agreed schedules |

## Organisational responsibilities

- Role model AEIOU values and demonstrate excellence in professional practice and ethical behaviour
- Comply with AEIOU policies and procedures, including:
  - Workplace, Health and Safety directives and practices
  - Employee Code of Conduct
- Maintain an environment that is tolerant and respectful of child and family cultures, values, and differences (including assisting non-English speaking families)
- Attend centre based out-of-hours activities as required – e.g. fund-raising events and parent meetings/forums

## Selection Criteria

**Education/Certification:**
- Bachelor of Business / Information Technology (preferred) or equivalent experience

**Essential:**
- QLD: Ability to obtain Positive Blue Card
- SA: Positive Working with Children Check
- ACT: Positive Working with vulnerable people (WWVP) registration
- NDIS Worker Screening Check
- Current first aid certificate (HLTAID004)

**Job Knowledge / Ability**
- Minimum of 3+ years of experience/knowledge in the support of client information/relationship management systems (preferably Salesforce, Lumary)
- Demonstrated knowledge and experience with project management methodologies and techniques
- Demonstrated strong verbal and written communication skills, with an ability to express complex technical concepts in technical and business terms
- Experience to build and maintain positive relationships with internal and external stakeholders
- Ability to develop and apply principles, rationale, and mediation to resolve conflicting stakeholder priorities.
- Advanced Microsoft Office suite skills (Teams, Word, Powerpoint, Excel, Sharepoint)
- Knowledge of NDIS client and funding landscape

## Competencies

| | |
|---|---|
| **Builds enduring relationships** | Builds and sustains relationships to enable the collaborative delivery of client centred thinking outcomes |
| **Communication** | Well-developed interpersonal, oral, and written communication skills including documentation of work and preparation of reports; all communication is completed in a professional and polite manner |
| **Teamwork** | Promote cooperation and commitment within the team to achieve goals and deliverables. |
| **Planning and organising** | Plan, anticipate and organise work in support of achieving priorities; prepare for events ensuring resources are available and adapt to potential changes to facilitate outcomes |
| **Initiative** | Exemplify personal drive and integrity – take personal responsibility for meeting objectives, showing initiative, and committing energy to see that goals are achieved |
| **Time Management** | Adopt an efficient, effective and systematic approach to daily workload management |

**Vision**

Children with autism living their best lives.

**Purpose**

To enhance the lives of children with autism and their families, through evidence-based, successful early intervention programs and practical support.

**Values**

**S**upport
**T**eamwork
**E**xcellence
**P**assion