

SCHEDULE 2

Job Description

Implementation Specialist

Role – Purpose and Scope

The role is an Implementation Specialist role within the team of Medtech NZ Limited. It reports to the Implementation Project Manager based in Auckland, NZ.

The purpose of the role is to assist with planning, coordinating and implementation of software systems to customer sites across NZ.

Salary Range

This position is full time (nominally 40 hours per week) and the salary offered will be commensurate with experience. This position requires travel around New Zealand from time to time. Reimbursement for travel expenses and a mobile telephone will be provided in accordance with Company policy.

Key Result Areas

Key Result Areas or KRAs are the main functional tasks of the role on which your performance will be measured or assessed every six months.

Key Responsibilities	Outcome	Performance Measure
Undertake and assist with site audits for new and existing customers	Conduct thorough assessment of customer readiness for project deployment	Customer feedback and completion of successful implementation.
	Capture and review Hardware/software/peripherals/network, user size, roles, functional coverage (Modules/Advanced forms/Integration etc.)	Smooth Implementation as a result of thorough audit and risk mitigation.
	Undertake Deployment of Evolution client/server, terminal server	
	Support the implementation process – Data migration, configuration, user training, and technical support.	

<p>Deployment of Evolution</p>	<p>Implementation of Evolution in a client/server model or Terminal services environment</p> <p>Document the process so as to be able to train other Medtech staff as well as engineers</p> <p>Stakeholder management – assist with change management, capture and address follow-ups for prompt resolution</p> <p>Coordinate resolution and solutions with internal and external stakeholders, covering but not limited to customer project team, PHOs, 3rd Party integrators, Training, Software and CCD teams.</p> <p>Maintenance of risk register and CRM, documenting issues, actions, owners and dates</p> <p>Review, maintenance and creation of Implementation knowledge base articles</p>	<p>Successful implementation and feedback from implemented site.</p> <p>Overall 90% > customer satisfaction rating</p> <p>100% adherence to case logging in CRM</p> <p>Set up 5 knowledge base articles per month</p>
<p>Implementation process</p>	<p>Support throughout the implementation process and go live dates</p> <ul style="list-style-type: none"> • Data migration • Configurations • User Training • Technical support 	<p>Delivering to milestones per agreed project tasks and milestone dates</p>
<p>Product knowledge development.</p>	<p>Learn and remain current on the Medtech suite of products to be a high level where you can then train.</p> <p>Demonstrate industry knowledge on development of technology.</p>	<p>Passing examinations at the grade of 90% or above.</p> <p>Awareness of other products in the marketplace.</p>
<p>Provide input into training and other documentation (internal and external) for customers and staff</p>	<p>Review, advise and provide inputs on the following:</p> <ul style="list-style-type: none"> • Knowledge articles • e-learning • User Guides • Help files • Training guides • Release notes 	<p>List of inputs documented for stakeholder to review and give feedback.</p>

Present information and train customers by using a variety of instructional techniques and formats such as role playing, simulations, team exercises, group discussions, and lectures on the Medtech suite of software products	Training is delivered professionally and comprehensively and meets the needs of clients (both internally and externally)	Review of training sessions, feedback from customer satisfaction surveys and Manager
Participate and contribute to events such as User groups, workshops and conferences as required.	Medtech is represented in a polished and professional manner.	Feedback from Manager and customers.
Case Backlog Reduction	Review and analyse open customer cases on a daily basis and identify key topics/patterns and take action to close and/or reduce calls Engage with stakeholders and teams and drive reductions through targeted customer training or webinars (Training), improvements in software features, prompt resolution of bugs (software), or providing a response to the customer to close the case.	No tickets are ageing greater than 30 days No customer escalations arising from support Customer Satisfaction
Adhere to all process and procedures in accordance with ISMS and ISO guidelines.	Quality control for all internal and external processes	No non-conformity reported.
Internal systems proficiency	Undergo training and be totally conversant with internal systems such as CRM, SharePoint and Telephone systems	Able to demonstrate proficiency and usage of CRM

Projects or other duties

Objective – To carry out other duties which may reasonably be required by the Chief Executive at his absolute discretion, from time to time in the course of Medtech's business and which fit the role's purpose as stated and for which the position holder is qualified.

Health and safety

Objective: To ensure a safe and healthy working and learning environment is maintained at all times.

Key Responsibilities	Outcome	Performance Measure
Observe all Medtech Group's safe work policies and procedures, and report hazards or accidents via health and safety registers as appropriate	Is familiar with health and safety policy of Medtech. Understands hazard identification and accident reporting protocols	Health and safety records, hazard and accident registers
Take responsibility for your own health and safety and ensure no action or inaction on your own part harms others in the workplace	Acts responsibly and follows Company policy and procedures for health and safety	Accident/incident register and hazard register

Person Specification

Part of what makes Medtech as successful as it is, are the highly motivated people who work here. An inspiration to your colleagues, you are a motivated professional with a proven record of success in delivering quality solutions for both internal and external customers. With a committed motivation to getting things done, you always place Medtech's customers at the centre of everything you do.

Technical or Professional Knowledge and Experience

A minimum of 3 years in support customers in functional and technical aspects. Experience in Training and implementation, ideally within a technology and/or health sector environment.

Skills and Abilities

These are the abilities, attributes and personal characteristics that the staff member will need to consistently display in order to achieve their Key Result Areas (KRAs) [that is, to do the job effectively]. These behaviors describe how someone does the job, whilst KRAs describe what is to be done.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Instructing — Teaching others how to do something.

Learning Strategies — Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Originality — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

Service Orientation — Actively looking for ways to help people.