

## Position Description

### Office 365 Specialist - Wellington

**Team** Services Team

**Responsible to** Support Manager

#### Job Summary and Purpose

To be instrumental in LANtech’s objective of exceeding customer expectations, by providing competent technical consultative services, design and planning services for IT related business solutions.

### Organisational Context



### Important Functional Relationships

External	Internal
Spark Sales Team	Service Team
Prospective and existing Spark / LANtech customers	Sales Team
External Contractors	Project Managers
Key suppliers and partners	Other LANtech and Spark groups

### Vision for the Office 365 Specialist

To be a productive contributor to the LANtech Group with a growing base of customers, providing excellent technical services and becoming an integral member of the Service Team.

### Mission for the Office 365 Specialist

In order to realise this vision, the Office 365 Specialist will:

1. Lead and assist in managing the deployment and/or reconfiguration of complex cloud IT infrastructures
2. Analyse customer business needs and identify suitable technical solutions. Provide input into proposals as required.

3. Assist with scoping technical solutions
4. Participate in client presentations
5. Establish and maintain a positive, professional and honest relationship with customers
6. Assisting with the planning and coordinating resources to complete projects
7. Provision of quality assurance input to projects by liaison with project managers, other consultants and the customer
8. Establish good working relationships with colleagues and endeavour to create an enjoyable work environment
9. Promote and engage in information sharing, technical assistance, advice and support of other members of the delivery team and with LANtech and Spark in general
10. Maintain a safe and healthy work environment by following all safety instructions and procedures
11. Take responsibility for effective use of available hours and to maintain a high proportion of chargeable/productive hours
12. Keep full and accurate information in internal time recording systems with respect to hours worked and description of work completed
13. Take responsibility for the security and correct procedural handling of all hardware and equipment including spare parts
14. Maintain and follow standard processes and procedures for documenting admin tasks
15. Maintain up to date technical skills and knowledge in relevant hardware and software.
16. Understand the LANcare Managed Services Service Level Agreements and how they apply to the LANtech / Spark customers.
17. Represent LANtech on all levels professionally and in accordance LANtech's values of integrity and honesty.
18. Be a role model and mentor for other service team members.
19. Liaise with Spark/LANtech's sales and admin services to ensure that customer's expectations of service excellence are being provided.

## Key Achievement Areas

This role encompasses the following major functions or Key Achievement Areas:

- Technical Consultation
- Knowledge Management
- Relationship / Team Participation
- Timesheet and record keeping

What am I Supposed to do?	How well am I Supposed to do it?
<p><b>Technical Consultation</b></p> <ul style="list-style-type: none"> <li>• Lead and Develop IT system and network solutions for customers</li> <li>• Consult with the Customer and Spark/LANtech delivery teams in relation to the deployment and/or re-configuration of IT system and network solutions</li> <li>• Provide strategic technical advice to assist customers architect, plan and implement improved IT solutions</li> <li>• Be an advocate for Service Delivery best practise, contributing to 'right first time' outcomes from Spark/LANtech Service Delivery team</li> </ul>	<ul style="list-style-type: none"> <li>• By providing excellent consulting services, Spark is able to achieve a high level of customer confidence and in-turn LANtech is able to successfully win business through Spark and achieve its Spark revenue targets</li> <li>• Through the provision of well-considered solution designs, Spark with LANtech are able to deliver excellent solutions to customers that the customer considers has exceeded their expectations. This would be</li> </ul>

<ul style="list-style-type: none"> <li>• Be an advocate for Project Methodology ensuring, Project Management services are recommended and introduced early in an engagement</li> <li>• Implementation or re-configuration projects are scoped, planned and estimated adequately to ensure favourable outcomes are achieved for the customer on time and in budget and are cost justifiable for LANtech/Spark</li> <li>• Full support of the Project Manager through project lifecycle ensuring all communication, updates are provided in a timely fashion and issues are escalated promptly.</li> <li>• Provide third level escalation support to other members of the technical team in Subject Matter Expertise, Project Approach and Service Delivery</li> <li>• Deliver the best outcomes for the client applying innovative and best practise solutions with a focus on continual improvement through optimisation, standardisation, simplification and consolidation</li> <li>• Communication to key internal and external stakeholders in a timely manner</li> <li>• Providing a high level of professional documentation for Statements of Work, Design documents and 'As Built' documentation.</li> </ul>	<p>measured by the success of customer projects;</p> <ul style="list-style-type: none"> <li>• Projects delivered on-time, within budget and delivered on the customers' expectations.</li> </ul> <p>The successful delivery of projects is dependent on not just good solution design, but on the efforts of the whole team.</p>
<p><b>Knowledge Management</b></p> <p>To maintain a 'state of the art' knowledge of IT technology developments in order that they can be an expert advisor to customers in relation to how technology can assist their business.</p> <p>It is expected that you will achieve this through your own research and by attending vendor specific training sessions and programs.</p> <p>You should also take charge of your own personal professional development and seek qualifications appropriate to your role within the business.</p>	<ul style="list-style-type: none"> <li>• Vendor specific training sessions are being attended where appropriate and with the guidance of the Support Manager.</li> <li>• A personal development plan is established in conjunction with your Manager.</li> <li>• You are able to act as a consultant to the customer and design technology solutions in-line with the client's business needs and industry best practice.</li> </ul>
<p><b>Relationship Management</b></p> <p>Developing and fostering relationships with LANtech / Spark groups</p> <p>Being an active and contributing member of the LANtech / Spark teams, making the effort to participate in social and group activities were appropriate.</p> <p>Assisting other team members when appropriate to help towards achieving common goals.</p>	<ul style="list-style-type: none"> <li>• Good relationships are being maintained with LANtech / Spark groups as well as hardware and software vendors.</li> <li>• Good relationships are being maintained with key product and service providers.</li> <li>• Level of participation in team activities and social events plus the level of willingness to help others with the team.</li> </ul>

<p><b>Recording, record keeping and reporting</b></p> <p>An important component of this role is ensuring that there is accurate and timely recording of your activities.</p> <p>The LANtech business management tool, ConnectWise, our document management system, M-Files and our client specific documentation application, Passportal will be the three main and central tools for all such information together. The typical record keeping required includes;</p> <ul style="list-style-type: none"> <li>- Keeping accurate records of customer contact, site and equipment details</li> <li>- Timesheet recording</li> <li>- Recording of all customer service requests and projects</li> <li>- Recording of all ticket responses with accurate time recording</li> <li>- Provision of summary reports required for support performance assessment</li> </ul>	<ul style="list-style-type: none"> <li>• All quotes and customer correspondence are being provided to customers in the required standard format and are being recorded appropriately in the required business management tool.</li> <li>• Timesheets are being completed and submitted for approval on a weekly basis.</li> <li>• Customer requests are being appropriately logged in the correct LANtech tool.</li> <li>• Ticket responses are being accurately recorded in the Service System as early as possible so that an accurate and up to date service status is available to the call coordinator and support manager.</li> </ul>
<p><b>Other Duties</b></p>	<ul style="list-style-type: none"> <li>• Completing other reasonable duties as required from time to time to ensure the smooth running of the business.</li> </ul>

## Expected Qualifications for this role

Although not a mandatory or exclusive list, the following are the qualifications and experience expected for this role;

### Experience:

- Is a mature and seasoned service professional with at least 10 years hands on industry experience, must have a strong customer satisfaction attitude.
- At least 5 years of experience with specifically related infrastructure technologies
- Strong technical skills working with Microsoft Technologies including planning, migration and supporting O365.
- Have the requisite experience and capability in design, ownership, business orientation and business understanding
- Ability to write reports, RFP responses, design documentation etc.

### Qualifications:

- Full Drivers licence
- In the past should have held MCSE or CNE or equivalent qualification, and/or Cisco specialist qualification (i.e. CCNP / CCDP) plus any other relevant subject matter expert qualifications
- Microsoft 70-346 Managing Office 365 Identities and Requirements
- Microsoft 70-347 Enabling Service for Microsoft Office 365

## Health and Safety Responsibilities

LANtech Ltd recognises the need for each of its employees to be provided with a safe and healthy place in which to work.

It is company policy to make every reasonable effort in areas of accident prevention, injury protection and promotion of the health, safety, and welfare of all employees.

The following areas of responsibility are essential to ensure the successful implementation of this policy. Employees are expected to willingly cooperate in the objectives of making this a healthy and safe work place therefore:

- Are required to observe and practice safe work methods
- Will demonstrate a commitment to health and safety in the workplace
- Where safety equipment is provided, ensure it is always used correctly
- Will be duly involved in the development of systems of health and safety, and recognises that these issues are included in regular discussions at all levels of the company
- Immediately report any unsafe work condition or equipment to management to suggest and contribute any information that will assist in accident prevention and make LANtech Ltd a safer and better place to work
- Take any steps as necessary to prevent personal injury and injury of others in the workplace.
- Assist when necessary with any serious harm injuries in the workplace.
- Co-operating with any rehabilitation plans when injured or ill to ensure a prompt return in line with the rehabilitation plan.