

## Role Description

<b>POSITION TITLE:</b>	<b>Senior IT Technical Lead</b>	<b>DATE:</b>	February 6, 2012
<b>REPORTS TO:</b>	Customer Care Manager		
<b>DEPARTMENT:</b>	Customer Care		
<b>LOCATION:</b>	<b>SALARY RANGE</b>		

### PURPOSE / ACCOUNTABILITY

**This role has a broad impact on how we treat customers and how Avanti operates as a team.**

The Senior IT Technical Lead is accountable for:

- Managing the customer service level agreement requirements around ecommerce and technology issues to consistently achieve 95% compliance with the terms of those agreements.
- Contributing to customer retention & referral by consistently achieving a score of at least 8.5/10 on Avanti's quarterly customer survey with regard to our ecommerce products and technology issues.
- Revolutionizing the way Avanti operates internally by introducing innovative processes and technology.

### KEY DUTIES & RESPONSIBILITIES

- **Customer Relationship**
  - Delight customers with every touch point in order to maximize Avanti's opportunities to gain further business from existing customers and through customer referrals.
  - Analyze the ongoing relationship between Avanti and the customer, and proactively and continuously take action to enhance or repair the relationship.
  - Understand and influence how Avanti is incorporated into the customer's IT environment.
  - Proactively identify and implement continuous improvements to create unbreakable customer relationships.
  - Demonstrate deep project and technical knowledge to ensure a high degree of customer service.
  - Achieve compliance with service level agreements with regard to the Company's ecommerce products and ensure the organization has the capability to deliver on these agreements with at least a 95% success rate.
- **Effective Communication**
  - Organize and present information, views and concepts in a concise, understandable and interesting format for a variety of internal and external audiences.



- Clearly convey complex information and innovative ideas through a variety of media in a manner that engages people and helps them understand, retain and act on the messages.
  
- **Effective Communication (Continued)**
  - When dealing with customers' mission critical issues or any issue that could impact our relationship with the customer, ensure understanding by first listening carefully to understand what is being asked and then provide appropriate clarification and follow up to ensure other's understanding.
  - When receiving communication, ask open ended questions to seek input, check on your own understanding and summarize messages in different ways to enhance and ensure the problem is well understood.
  - Attend to messages and requests from others on a timely basis, interpret the need correctly and respond appropriately.
  
- **Planning & Execution**
  - Exercise sound judgment and foresight on the planning and executional elements of customer software installations and upgrades.
  - Ensure customer IT information is up-to-date and 100% accurate.
  - Enhance Avanti's product knowledge on ecommerce products by documenting IT knowledge and training associates regularly.
  - Establish sound courses of action for self and others to ensure that work is completed efficiently, on task, on time and on budget.
  - Exercise sound judgment in identifying more and less critical activities and tasks, manage commitments effectively, and adjust priorities when appropriate.
  - Leverage scarce resources by ensuring that available resources such as time, tools, energy and expertise are directed to working efficiently, without overburdening self or others.
  - Focus the team on what matters most to use time effectively and keep irrelevant or less relevant issues and distractions from interfering with successful work completion.
  
- **Teamwork/Collaboration**
  - Regularly and consistently work on project teams, demonstrating support for others and asking for support to accomplish ambitious goals and solve complex problems.
  - Engage regularly in open communication with team members, sharing observations, ideas and feelings to promote successful group work and strong collegial relationships.
  - Collaborate and work in tandem with the Development Manager to ensure the Company optimizes the use of its technology internally and with customers.
  - Proactively assess additional customer needs and communicate these on a timely basis to the Sales team.
  - Proactively identify product functionality gaps to deliver new features and communicate on a timely basis to the Product Management team.

- Train relevant Company staff on new processes and technologies as introduced to ensure successful implementation and maximum benefits achieved.

- **Technology Integration**

- Provide IT leadership for the Customer Support team
- Collaborate with the Development Manager on any complex IT issue or requirement to ensure timely resolution.
- Create a powerful knowledge base by carefully and regularly documenting all processes related to ecommerce products and the Company's IT infrastructure
- Ensure continuous improvement of customers' upgrade process by conducting after action analysis and making necessary changes.
- Introduce innovative improvements to make better use of technology internally, increase employee productivity and morale, and enhance customer service and retention.
- Manage Technical Support requests.
- Manage Avanti's internal IT infrastructure including migration of most applications to a cloud environment. (20% of role = 1 day per week maximum]
- Monitor information, performance and results on a continuous basis.
- Participate in Technical Webinars as needed.
- Facilitate Company technical information, white papers and latest updates.

## DECISION MAKING & FINANCIAL SCOPE

- Make recommendations for technology improvement (both internally and externally for our customers.
- Influences customer support renewals.

## ORGANIZATION IMPACT & INFLUENCE

- Strong interdepartmental influence to ensure the Company optimizes its technology.
- Key participant in company IT Steering Team which sets strategic corporate IT objectives.
- Strong customer and supplier relationships to ensure retention and reputation in the community.
- Evolves self and members of the broader Avanti team toward collaborative, "we" culture.

## KNOWLEDGE, SKILLS & EXPERIENCE

- \* Proven ability to work with Microsoft Technologies including MS SQL, Microsoft .NET applications and VB6.
- \* Demonstrated ability in Networking Architecture WAN - TCP/IP



- \* Demonstrated ability to migrate to Java-based application environment desirable
- \* MCSE Certification desirable
- \* Minimum 7 years experience in an IT support role.
- \* Knowledge of deploying services and applications to a cloud based model.
- \* Ability to fully install and configure Avanti products and accompanying features.
- \* Demonstrated experience with MS SQL
- \* Avaya System experience desirable
- \* Knowledge of product licensing, activation procedures, and determination of license validity
- \*Communication skills and the ability to present complex information to a variety of audiences.
  
- \*Interpersonal skills to build effective working relationships with senior management, peers, and external customers.
- \*Management and organizational skills to accomplish significant results, lead on IT issues in multiple teams, and manage complex projects
- \*Analytical skills to analyze information, anticipate problems/opportunities, create and evaluate alternative solutions and make appropriate decisions/recommendations.
- \*Project Management skills, experience and tools.
- \*Process Improvement skills, experience and tools.

### EDUCATIONAL REQUIREMENTS & CREDENTIALS

- **Essential:** Post secondary degree; MCSA
- **Preferred:** Cisco certification; MCSE

### COMPETENCIES

- Core Competencies
  - Commitment to Excellence
  - Focusing on the Customer
  - Teamwork & Collaboration
  
- Leadership Competencies
  - Accepting & Building Accountability
  - Building Sustainable Organization Capabilities
  - Communicating Effectively
  
- Job Specific Competencies
  - In-Depth Problem Solving & Analysis
  - IT Acumen
  - Planning & Execution

<b>MANAGER SIGNATURE</b>		<b>DATE:</b>	
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<b>MANAGER NAME AND POSITION</b>	Stephen McWilliam Executive Vice President	
<b>EMPLOYEE SIGNATURE</b>		<b>DATE:</b>