



Position Details

Position Title	IT Project Coordinator
Location	81 Greenhill Road, Wayville and/ or 3 Frederick Road, Royal Park You may be required to work at other sites within the employer's establishments to meet business requirements. You may also be required to work at member sites, host sites and other external sites.
Reports To (Position Title)	Systems and Innovation Manager
Financial Accountability (Expense Budget and/or revenue)	N/A
Management Responsibility (No of employees managed/supervised)	None
Systems Responsibility	MS Dynamics 365 CRM & Portal, ClickDimensions, Twilio, others TBC

Position Responsibilities

Purpose of the Position	To help the Systems and Innovation Manager ensure that MTA staff has all the systems and tools needed to deliver excellent customer service and performance across the main parts of the business - Membership, Employment, Training, Corporate systems; as well as ensuring implemented systems are performing, updated and improved frequently.
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Primary Responsibility	Implementation and ongoing maintenance of new CRM, database, click dimensions and associated platforms	Time Spent 15%
Purpose of Activity	Champion of the new systems and key contact between supplier and the MTA staff for development and ongoing maintenance	
Example	<ul style="list-style-type: none"> Project management tasks (Waterfall and Agile) Liaison between MTA and development team, for new scope of work and ongoing Ensure identified actions are rolled out by development team to time and budget 	



	<ul style="list-style-type: none"> • Identification of new requirements for the improvement of new systems, with assistance from Manager and General Manager • Liaison with other key staff to ensure new requirements for improvement are identified properly and successfully implemented • Ongoing CRM management including oversee maintenance and updates to enhance MTA performance • 'Train the trainer' approach – to train new staff in applications • Regular meetings with supplier and internal SMEs/stakeholders when applicable 	
Responsibility (2)	New systems implementation and project coordination	35%
Purpose of Activity	Assist the Systems and Innovation Manager develop and deploy new systems across the business	
Example	<ul style="list-style-type: none"> • Providing administrative support to the Systems and Innovation Manager as needed, including: <ul style="list-style-type: none"> ○ assisting on Business Requirement Gathering exercises ○ assisting on Process Mapping and Gap analysis ○ Maintaining and monitoring project plans, project schedules, work hours, budgets, and invoices ○ Ensuring projects adhere to frameworks and all documentation is maintained appropriately for each project • Organising, attending, and participating in stakeholder meetings <ul style="list-style-type: none"> ○ Documenting and following up on important actions and decisions from meetings ○ Preparing necessary presentation materials for meetings • Ensuring project deadlines are met • Supervise suppliers/vendors on day to day tasks, in ongoing and new projects • Provide information and regular support to all stakeholders • Key point of contact for various applicable working groups • Manage and participate in UATs / User Testing • Perform or facilitate training of new systems or new functionality/updated on current systems 	



	<ul style="list-style-type: none"> • Build an internal 'wiki' with technical documentation, manuals and IT policies 	
Responsibility (3)	Systems Administration	35%
Purpose of Activity	Liaison between the business and systems developers, suppliers and vendors. 'Translating' ongoing business functionality needs, in already implemented systems, into business requirements and new scope of development work.	
Example	<ul style="list-style-type: none"> • Key contact between business SMEs and external developers/suppliers for selected and already implemented systems • Gathering and verification of new functionality needed on implemented systems, transforming them into requirements and development request • First point of contact for troubleshooting issues with implemented systems. Liaising with suppliers/vendors to fix issues, when applicable • Supervise external suppliers/vendors on ongoing support & new scope tasks, on their performance, deadlines and status. Communicate back to SMEs on issues status • Manage systems updates and new releases, with suppliers/vendors 	
Responsibility (4)	Data Analysis and Report Generation	15%
Purpose of Activity	Provides Systems and Innovation Manager, and General Manager Member Solutions reporting on ongoing projects status and systems maintenance	
Example	<ul style="list-style-type: none"> • Reporting to managers on the status of ongoing work performed by supplies/vendors on new and ongoing projects, and day to day support. Creating and reviewing weekly and/or monthly reports on the status of ongoing work from external suppliers/vendors, including new and ongoing projects, day to day support and new development work in already implement systems • Develops ad-hoc reports for Functional Managers on request. 	
Total Weighting		100%



Compliance Responsibilities

It is the responsibility of both the manager and incumbent(s) of the role to ensure that the following compliance requirements are met:

- Relevant laws and regulations including OH&S and EEO
- Industry codes.

Knowledge, Skill and Experience Requirements

Knowledge	Essential	Preferred
	<ul style="list-style-type: none"> • Degree in Business, Information Technology, Computer Science or a related discipline • Solid working knowledge of Microsoft Dynamics 365 CRM, SharePoint, MS Power BI, General Microsoft Suite at a Small to Medium Enterprise Level, JIRA, MIRO, other ticketing & project management systems, or ability to pick them up quickly • Project Management methodologies (waterfall and agile), including Business requirements gathering and process mapping • Proficient in Microsoft Office (Outlook, Word, Excel, and Power Point) and Adobe Acrobat • Minimum 2 years practical experience in a related position 	<ul style="list-style-type: none"> • Professional certification in Project Management, MS Dynamics CRM, Microsoft Certified Systems Administrator (MCSA), etc • Database management • Knowledge of Click Dimensions, other email marketing tools, reporting systems, Learning Management Systems, ERP (HRIS, Finance) Systems, databases and website CMS
Skills, Attributes and Experience	Essential	Preferred
	<ul style="list-style-type: none"> • Experience with implementation and project management methodologies (Waterfall and Agile) • Business requirements gathering and process mapping skills • Managing 3rd parties • Attention to detail • Training skills and experience • Presentation skills and experience 	<ul style="list-style-type: none"> • Knowledge, experience, interest in motor trade and training industries



	<ul style="list-style-type: none"> ● Good problem solving ability ● Understands data, analytical skills ● Technical curiosity ● Positive attitude & Shows initiative ● High level verbal, written, and presentation skills ● Good at troubleshooting ● Proactive in time management and self-organisation ● Ability to work effectively both independently and as part of a team ● Ability to work on tight deadlines 	
Personal alignment with MTA Values	<p>Teamwork: Working together, empowering and supporting one another to achieve our common goals</p> <p>Achievement: We do our best to exceed expectations, striving for innovation in our delivery of relevant and valued services</p> <p>Accountability: We take ownership of all that we do, each taking responsibility for our part in delivering high quality services</p> <p>Respect: We understand, acknowledge and appreciate the needs, opinions and values of everyone by embracing the diversity we have within our organisation.</p> <p>Excellence: We strive to do and be the best in all that we do every day</p>	

Frequent Contacts

Internal Contacts	All systems SMEs and users – ultimately most employees
External Contacts	Members, Host employers, suppliers, vendors and potentially students and apprentices.