

## Position Description: Customer Relationship Manager

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| <b>Position Title:</b>              | Customer Relationship Manager   |
| <b>Closes:</b>                      | <b>COB 12 September 2019</b>  |
| <b>Salary Range/Classification:</b> | TBC dependent on qualifications and experience  |
| <b>Term:</b>                        | Full-time, Fixed-term till 31 December 2020 with possible extension   |
| <b>Contact:</b>                     | John Scullen, Manager Strategic Initiatives & Managed Services<br><a href="mailto:jobs@aaf.edu.au">jobs@aaf.edu.au</a>   07 3854 2353   |
| <b>Open to:</b>                     | The position is open to Australian citizens and residents who have approval to work in Australia.<br><br>The position may be open to staff applying on a secondment basis (subject to the approval of their institution and the AAF). |

### Organisational Context

**The Australian Access Federation (AAF)** provides the National Authentication Framework for Australian higher education and research. The AAF provides access to over 1.4 million end-users and has a subscription base of Australian higher education institutions and research organisations such as the Commonwealth Scientific and Industrial Research Organisation (CSIRO). The AAF also has several domestic and international commercial customers that provide products or services to the Australian higher education and research sector. For further information about the AAF see [aaf.edu.au](http://aaf.edu.au)

#### Vision

The AAF's Vision is to lead access management for Australian education and research.

#### Mission

The AAF's Mission is to deliver secure federated access that connects Australian teachers, students and researchers to global online resources.

### Project Overview

AAF recently launched its Rapid Identity Provider service, a cloud-based federated identity solution that connects teaching, learning and research organisations to the national authentication framework. Through this project, AAF will expand the organisations connected to the framework.

## Your Opportunity

This role is responsible for broadening and deepening engagement with existing subscribers and other research, education, government and industry participants. As a Customer Relationship Manager, you will lead engagement activities with universities, research organisations, government and industry partners and secure new customers for Rapid Identity Provider and other AAF services. You will be responsible for identifying and developing relationships with potential customers, understanding their challenges and requirements, and developing proposals for solutions to address their needs.

This is a pivotal role in representing AAF to both current and future customers. You will be responsible for providing sound advice in relation to AAF's services. Together with your solid understanding of the Australian research and education environment, you will demonstrate exceptional communication and relationship skills, strong business acumen, and the ability to quickly grasp complex technological and scientific concepts and present them to audiences with varying levels of understanding.

The role is based in Brisbane but will require some interstate travel.

## Key Result Areas and Responsibilities

1. Continuously develop, manage and maintain relationships with current subscribers and build relationships with prospective customers.
2. Grow the adoption of AAF's cloud services and technology by demonstrating product value and benefits.
3. Provide leadership with developing and promoting the value of AAF services and how it can maximise a customer's business's capabilities.
4. Experience with project and change management to assist with delivering new services to all AAF customers.
5. Strong interpersonal and communication skills with demonstrated ability to translate communicate complex and abstract technical concepts to business and research stakeholders.
6. Outstanding relationship management and consulting skills with the ability to interact, influence and negotiate.
7. Increase the number and diversity of organisations making use of AAF's services.
8. Identify opportunities to leverage AAF infrastructure to enhance research and business objectives for new and current customers.
9. Develop proposals for prospective and current customers to provide solutions to Identity and Access Management challenges.
10. Lead government engagement activities to promote AAF's value to local, state and federal government agencies.
11. Act as a spokesperson for the AAF and represent the organisation via a number of communication channels as well as develop presentations, articles and reports.
12. Ensure a high standard of professionalism and service to create a superior experience for stakeholders.

13. Prepare regular reports on progress against key result areas.
14. Provide support to the CEO, Manager (Strategic Initiatives & Managed Services), and team members as required.

## Key Selection Criteria

### Essential:

1. Highly developed interpersonal, relationship management and customer service skills in the field of Information Technology in order to liaise, consult, negotiate and influence a wide range of people at all levels within an organisation to develop new business.
2. Demonstrated skills in problem solving and analysing data with proven experience in undertaking market analysis and developing and maintaining plans for business development.
3. Demonstrated ability in leading technical and commercial discussions with customers to communicate complex information technology requirements and maintain effective working relationships with a wide range of stakeholders.
4. Demonstrated ability to develop customer proposals, white papers, presentations and marketing materials.
5. A solid understanding of Australia's research environment with relevant experience in a higher education, research or government organisation.
6. Demonstrated ability to plan, prioritise and organise project tasks, in order to meet deadlines, budgets and maintain desired work outcomes, including the proven ability to work effectively within an outcome-focussed, team-oriented environment.
7. Ability to work effectively with general direction and minimum supervision and independently represent and act on behalf of an organisation in a broad range of situations and environments.

### Desirable:

1. Knowledge of Identity and Access Management technologies

## Qualifications

1. A degree and/or significant relevant experience.

## Reporting Relationships

The position reports to the Manager, Strategic Initiatives & Managed Services and may report from time to time to a Project Steering Committee.

## Core Accountabilities

1. Build and maintain strong relationships with universities, research organisations, government agencies and industry with a view to expanding AAF's subscriber base.
2. Undertake market analysis and develop a range of approaches, strategies and plans to identify new opportunities and engage businesses to enable conversations and provide advice about AAF's services in relation to potential customers' business challenges.

3. Act as the initial point of contact in responding to high-level integrated needs of new and potential AAF subscribers.
4. Ensure all communications with stakeholders is relevant, easily understood and timely.
5. Deliver a high standard of professionalism and customer service to create a positive experience for stakeholders.
6. Manage and maintain lead generation and customer enquiries associated with new products and value adding for current subscribers.
7. Develop progress reports and undertake data analysis as required.
8. Manage expectations of AAF stakeholders in respect of output capacity.
9. Undertake general administrative duties associated with the role.
10. Demonstrate energy, initiative and creativity in all job aspects, and through efficient and quality focussed commitment to work practice.
11. Demonstrate values of: trust, integrity, honesty, fairness, and reliability, conveying a strong work ethic and clear commitment to a harmonious work environment.

## Other Job-Related Information

### **Applicants should note that:**

1. The position is a full-time position, with normal office hours from Monday through Friday.
2. Travel will be required for interstate trips within Australia.
3. The position is based in Brisbane. Applicants are required to be physically located in Brisbane and eligible to work in Australia.
4. An office space will be provided.
5. This role operates as part of a virtual team. It is essential that the successful candidate feels comfortable operating in this environment.