Position Description: eResearch Engagement Specialist

Position Title: eRsearch Engagement Specialist

Closes:

Salary Range/Classification: TBC dependent on qualifications and experience

Term: Full-time, Fixed-term 2 years

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Open to: The position is open to Australian citizens and residents who have approval to work in Australia.

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 a number of 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.

Project Overview

AAF has recently launched Rapid Identity Provider, a cloud implementation of the identity provider software that connects research organisations with education and research services around Australia and around the world. Through this project AAF will expand the product's feature set and grow adoption by migrating existing subscribers and attracting new research organisations.

Your Opportunity

This role is responsible for broadening and deepening engagement with existing subscribers and other eResearch sector participants (including government and industry). As an eResearch Engagement Specialist 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 environment, you will demonstrate exceptional communication and relationship development 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. Grow the adoption of AAF's cloud services.
2. Increase the number and diversity of organisations making use of AAF's services.
3. Identify potential customers and build relationships with them to understand their challenges.
4. Identify and profile potential research, government and industry users of AAF services and work with them to identify opportunities to leverage AAF infrastructure to enhance their research and business objectives.
5. Develop proposals for prospective customers for services to help address the prospect's challenges.
6. Lead government engagement activities to promote AAF's value to local, state and federal government agencies to attract government subscribers.
7. Assist in prioritising platform enhancements by feeding back customer requirements.
8. Develop and manage relationships with universities, government agencies and industry.
9. Create presentations, articles, reports and information for internal and external use.
10. Ensure communication with prospective customers is relevant, easily understood and timely during the different phases of the customer lifecycle.
11. Ensure a high standard of professionalism and service to create a superior experience for stakeholders.
12. Prepare regular reports on progress against key result areas.
13. 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 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 eResearch 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.

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 and the AAF Board.

Core Accountabilities

1. Build and maintain strong relationships with universities, eResearch 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 a stakeholders.
6.   Develop progress reports and undertake data analysis as required.
7.   Manage expectations of AAF stakeholders in respect of output capacity.
8.   Undertake general administrative duties associated with the role.
9.   Demonstrate energy, initiative and creativity in all job aspects, and in particular through efficient and quality focussed commitment to work practice.
10.   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.   Some 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.