Position Description

MANAGER, CUSTOMER RELATIONS

BUSINESS UNIT:	Customer Relations
REPORTS TO:	Deputy Director, Customer Relations
MANAGEMENT:	Direct reports: 0
LOCATION/S:	Sydney, NSW
POSITION TYPE	Permanent full-time

About AARNet

Australia's Academic and Research Network (AARNet) was established in 1989 and is widely regarded as the founder of the Internet in Australia and renowned as the architect, builder and operator of world-class network infrastructure for research and education.

We are Australia's National Research and Education Network (NREN). We connect over one million users—researchers, faculty, staff and students—at institutions across Australia, supporting education and research across a diverse range disciplines including high energy physics, climate science, genomics, radio astronomy and the arts.

Nationally, AARNet interconnects Australian universities, the CSIRO, and other organisations who have a research and education mission, or with whom the education and research sector interacts. These include hospitals, vocational training providers, schools and museums. Internationally, AARNet interconnects the Australian Research and Education (R & E) community to the world – and continuously develops new capabilities and partnerships to facilitate seamless data access and transfer.

AARNet also offers a suite of supporting applications to our customers. These include network and collaboration services such as CloudStor and Zoom, that enable innovation in the delivery of research and education.

We are an organisation of innovators, doers, and courageous thinkers. We are not constrained by traditional products and solutions and we constantly strive to build the solutions that our customers will need tomorrow – today. If you have the imagination, foresight and drive to build the future why not come and join us?

The Role

This role leads engagement with current and prospective AARNet customers in NSW, although the role will be required to assist with customers in other locations. This territory may also vary over time. It acts as the conduit for engagement, although it is not a single point of contact and staff from connected institutions may leverage existing relationships with other AARNet staff.

The incumbent is expected to be highly independent and will work with minimal supervision.

This position is based in Sydney, NSW. The role involves some travel, with up to 50% of time spent on travel within Australia, and potentially overseas.

The position reports to the Deputy Director, Customer Relations.

Responsibilities

- Identify, establish and maintain relationships with staff at AARNet connected institutions, particularly in ICT leadership roles, but also directly with researchers, educators, and senior management.
- Develop and maintain relationships with prospective customers
- Anticipate, analyse and resolve complex problems as they arise
- Lead the development and execution of new business opportunities in the identified territory
- Articulate the value and impact of AARNet's services to specific end-user communities, including librarians, cultural institutions, and academics within the social sciences and humanities disciplines
- As part of the AARNet Customer Relations team:

    o Support the development of new products and services in collaboration with AARNet's Infrastructure Development Group and Architecture and Applications Group
    o Work with the eResearch and Government Relations team to support the development of government policy and to support eResearch activities
    o Working with AARNet's Communications Manager, identify and qualify case studies that demonstrate the impact of AARNet's services on research and education
    o Contribute to strategic planning and team planning activities

- Represent AARNet at relevant events and forums, including the presentation of papers
- Other duties as required

Expertise, experience & qualifications

- Degree in relevant field
- Experience within, and demonstrated understanding of, the research and education sector
- Extensive experience in customer and/or relationship management activities
- Strong formal and informal communications skills, across a wide range of media forms
- Ability to manage programs and projects, often involving many stakeholders
- Demonstrated ability to engage with all levels of executive, senior management and technical staff

Important skills

[In bullet point form, insert the soft skills that are required for the role. Think about things like organizational skills, collegiate working style, ability to prioritise and multi task, written and verbal communication skills etc]

- Demonstrated ability to engage with all levels of executive, senior management and technical staff
- Ability to work largely independently
- Exceptional presentations skills
- Ability to work as part of multiple virtual teams
- Ability to influence others that are outside of your management path to ensure the best outcome for the customer

Conditions of employment

AARNet is committed to diversity and providing equal opportunity to all. We're a great place to work if you want to make a difference. Remuneration will be based on skills and experience and will include an above market

superannuation package.

How to apply

Applications, including a resume/CV and cover letter addressing the requirements of this role, should be sent by e-mail to employment@aarnet.edu.au.