

## Position Description - Delivery Lead / Consultant

August 2022

Reporting To: GBS NZ Directors, Account Managers

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### The Role

The Delivery Lead role at GBS is a critical, multi-faceted and client facing role. At its core, this role provides the interface between our clients and the technical team at GBS. This involves building strong relationships with clients and the GBS team and coordinating the delivery of GBS projects and services. The Delivery Lead will also play a key role in the continuous improvement of the way we work at GBS.

GBS is looking for a results focused individual with a desire to work in a small (20-30 employees), innovative and customer focused GIS consulting company and to contribute to the growth and direction of the company.

Ideally you will have experience with GIS (preferably Esri), and / or IT consultancy. This may be with respect to delivering Esri based solutions, acting as a GIS business analyst or project manager, or as a GIS analyst or consultant.

GBS wants you to use all that skill and experience to take charge of working with our professional team and our varied client base to deliver a range of Esri GIS projects. This may involve project management, business analysis and the support of existing solutions.

You will work with other delivery leads, account managers and the company directors to organise and efficiently deliver GBS projects and services. From time to time, there will be GIS business analysis and consulting opportunities as well.

We are open to an experienced candidate as well as someone with a good base of experience looking to take their GIS career to the next level.

### Main purpose

- To be responsible for the efficient and timely management and delivery of GBS projects and services. This could be through agile or waterfall projects, seconded resources or support.
- To facilitate and participate in the development of statements of work for our clients.

- To undertake requirements gathering and business analysis, including facilitation of workshops and presentations.
- To liaise with the clients to achieve the best outcomes for our clients and GBS.
- To provide strategic consulting services to clients on improvements to their GIS and IT environments.
- To contribution to the continuous improvement of the way we work at GBS.
- To provide support on GBS products, solutions, and other implementations where appropriate or applicable.
- To support marketing and business development activities at GBS.

### Principle accountabilities

- Ensure our projects are completed on time, delivering an excellent customer experience. Work with and lead our internal team members to keep projects running smoothly and ensure communication is passed to team members to enable them to do their jobs effectively.
- Project management (in both waterfall and agile projects) including managing the software development lifecycle, risk and decision registers, budgets, invoicing, exclusions, assumptions, tasking staff and managing client expectations in accordance with GBS project management processes.
- Assist with product management and client management.
- Write and assist with developing proposals for new clients and projects (in conjunction with Directors, CTO, senior technical resources and Account Managers).
- Requirements gathering for projects and programmes of work including cost estimation (supported by technical resources).
- Production of agreed detailed functional specifications for development and test teams to use.
- To work with clients, delivery leads, Solution Architects and Senior Developers to facilitate solution design as required including general GIS management, administration, and analysis for clients.
- Production of test plans, test scripts and manage the testing process including defect management.
- Provide 1<sup>st</sup> Tier support where required or requested, including support for existing and any new products.
- Assist with building case studies for marketing purposes.
- Assist the Directors and Account Managers at month end with invoicing and reporting.
- Contribution to and participation in implementing new internal processes and/or improving existing processes.
- Providing technical support to GBS marketing efforts as required.

### Key performance indicators

- Achieve minimum of 65% chargeable time – with over 85% chargeable time if working as a dedicated BA or PM for a customer (i.e. rent a tech).

- Complete projects on time, to budget and to scope.
- Work to a high standard at all times.
- Accurately track and record all time into the GBS time tracking system (LogIt).
- Accuracy in documentation and attention to detail is absolutely critical.
- Comply with the GBS and / or client project management and reporting requirements as necessary.
- Delivery of projects that are as much as possible, defect-free and / or meets the clients' acceptance criteria.
- Ability to pay attention to detail but also to see the bigger picture with respect to client requirements and the wider strategic imperatives that may impact on GBS.
- Ensure development tasks are kept within project scope.
- To achieve the appropriate Esri (or other types of) certification as may be required or desired by yourself and / or GBS senior staff and directors.

## The Environment

- Professional and social office environment (Mt Wellington, Auckland).
  - Ideally this role is to be based in our Auckland office but for the right applicant we would consider alternatives.
  - Working on-site either part-time or on a contract basis may be a requirement from time to time.
  - Working some of your week from home is part of the GBS way of working.
  - Flexible start and finish times is possible, but within reason and where it does not impact on the core responsibilities of the role.
- Innovative company.
- Part of an existing and growing team of GIS and IT professionals.

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## Professional Attributes

- An understanding of industry standard best practice in Business Analysis (GIS BA is desirable but not critical) and design with a view to developing these skills into the future.
- An understanding of GIS industry standard best practice in Project Management and Business Analysis with a view to developing these skills into the future.
- Ability to engage with our clients and GBS staff at multiple levels.
- Ability to understand business needs, interpret ideas and present solutions.
- Effective time management, planning and organisational skills.
- Excellent written English and verbal communication skills.
- Excel at identifying potential problems early and problem mitigation and resolution.

- Excel at monitoring and communicating on performance, progress, and budgets.
- Experience with the following Esri GIS software is desirable but not critical:
  - Esri ArcGIS Enterprise / Desktop / Web including ArcGIS Online and Portal for ArcGIS.
  - Experience with other Esri applications is desirable (Field Maps, Survey 123, Operations Dashboard. Web AppBuilder, Experience Builder).
- Experience with the following software is desirable but not critical:
  - MS Office, Teams, SharePoint.
  - Project Management and Communication Software e.g. OnTime, Trello, Jira.

## Relevant experience

### ***Necessary***

- At least 2 years' commercial experience as a BA or GIS BA, and/or PM or GIS PM, and/or a GIS Analyst / GIS/I.T Consultant.
- Knowledge of (and qualifications in) formal project delivery methodologies and knowledge of the software development lifecycle, with a view to developing these skills into the future. Agile delivery is an ever-increasing focus for GBS and our clients.
- Strong communications, analytical and management skills and be able to liaise seamlessly between business and technical contributors.

### ***Highly Desirable***

- Experience managing, leading, and inspiring a team of technical consultants and software engineers.
- Project delivery experience.
- Knowledge of the Esri Platform.

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## Personal Attributes

### Competencies

- Can demonstrate an ability to plan work and tasks effectively.
- Be an outcome focused multi-tasker who can think critically.
- Be a problem solver.
- Ability to develop and manage the financial aspects of projects.
- Experience working in a team environment.
- Exceptional interpersonal and communication skills.
- Confidence to present and host workshops internally and for our customers.

- A team player with the ability to work independently and autonomously.
- Ability to work calmly and effectively under pressure whilst still producing quality work.
- Ability to work effectively with clients to deliver value and results, where clients may challenge our methods, designs, communications and outputs.

### Entrepreneurial qualities

- Enthusiasm
- Motivated
- Self-starter
- Fast learner

### Communications skills

#### *Written and Verbal skills*

- Listening skills
- Advocacy skills
- Ability to communicate effectively with clients and co-workers.

### Self-management skills

- Manage a heavy operational workload in an organised manner and be aware of other team members' workloads and provide assistance where necessary
- Attention to detail
- Deliver on key performance indicators
- Ensure excellent documentation and attention to process
- Ability to apply systems and follow processes

### Character attributes

- Honesty and integrity in dealing with others
- Proactive and energetic
- Results focused
- A self-starter and problem solver
- Able to develop, implement and maintain effective relationships and lead teams
- Ability to focus on the needs of the customer/organisation/etc
- Ability to work to a high standard as GBS requires
- Able to interact socially.