

Technical Lead Job Description

Role Title: Technical Lead

Role Reports to: SVP of Technology

PURPOSE:

The role of Technical Lead is responsible for assisting the SVP of Technology in leading a project's technical build and subsequent support, as well as managing teams in various technological specialties to accomplish the organization's goals.

The Technical Lead will work under the SVP of Technology and Project Manager, who oversee the project's full spectrum of technological needs, both during and post project completion. They will assist by delegating to lower technical staff, guiding and mentoring technical staff/teams, and managing the day-to-day of technical operations on the project.

This position is comprised of 100% travel. Some projects may require the Technical Lead to spend long periods of time overseas.

KEY ACCOUNTABILITIES:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ensure that projects meet clients' and users' business needs and expectations of quality.
- Implement Enlighten software - a workforce and performance management tool.
- Support managers on the definition of activities, processes requirements and process capabilities.
- Understand organization's goals and ensure that goal alignment is occurring at every level.
- Delegate to, manage, coach, and mentor Enlighten Technical BAs and Consultants; ensure they are meeting the clients' needs and have the resources/guidance to succeed.
- Scrub large sets of data in Excel; analyze large volumes of data received from multiple workflow systems.
- Provide consultant expertise in the technical construct phases of our programs, aligning client workflow data to the Enlighten methodology of allocatable activities within a process flow.
- Work with business stakeholders/users to elicit software setup requirements and capture business needs; clear articulation and documentation of business requirements.
- Submission of importer build requests to our Australian development team.
- Administer help desk support through the answering of technical support tickets received from clients within agreed service levels; provide client-facing advice on overcoming software issues.
- Give training and advice to internal consultants on software issues and/or the best way to set up the software to meet client needs.
- Meticulously document support questions/issues received (both internal consultant questions and client facing questions) to build up a reference library.
- Liaise with our Australian IT team on any recurring software issues or potential improvement opportunities.
- Help to provide coaching and support to leaders and team members on the daily use of Enlighten.
- Support in training managers on "telling the story" behind team performance using key Enlighten metrics (e.g. Efficiency, Utilization, Productivity) in a manner that is consistent with program goals.
- Ensure the new methodology and behavioral change is firmly embedded across the business to facilitate long-term sustainability far beyond project completion.
- Adhere to Enlighten's information security and privacy policies, procedures, standards, and guidelines.
- Safeguard Enlighten's information assets, including client data.
- Practice discretion and professionalism while working with internal and client data, trade secrets, and other privacy matters.

MINIMUM REQUIREMENTS:

- Bachelor's Degree or above (Business, IT or management disciplines).
- 4-6 years of technical business consulting experience.

- Comfortability and experience presenting to senior executives (C – suite, IT SVPs and board members).
- Advanced proficiency with Microsoft Excel, specifically the ability to scrub large sets of data.
- **Must be willing and able to commit to regular interstate and overseas travel (frequently required to be away from home for 2 – 4 week periods).**

KEY SKILLS:

- Advanced competency working with and manipulating large volumes of data in Excel, powerquery and powerpivot.
- Ability to interpret client workflows and workflow data and map to Enlighten software® importers.
- Superior communication (oral and written), and interpersonal skills.
- A patient, customer-centric, and proactive mindset.
- Presentation skills; experience leading workshops is strongly preferred.
- Project management and time management skills with experience in working to tight project deadlines/tracking to multiple project schedules.
- Strong problem-solving skills and an ability to work independently and within a team.
- Ability to respond to technical enquiries in language easily understood by clients.
- Ability to take direction from management, as well as receive constructive criticism.
- Ability to understand user requirements and desired business outcomes.
- Willingness and ability to manage and mentor lower level Enlighten technical staff.

OTHER DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Enlighten are committed to the ongoing professional development of their employees. We make investments to ensure online and in-person career development opportunities are provided for each member of our team. Enlighten is an equal opportunity employer. All qualified applicants will receive consideration for employment.

Please note that unfortunately, Enlighten does not offer visa sponsorship at this time.