



Position Specification

Title: **Group Business Systems Manager**

Purpose

Provides leadership with regard to the Landpower group’s ERP implementation and technology strategy, including infrastructure via in-house resource and vendor support, such strategy to include hardware, software, network infrastructure and telecommunications. Works to ensure ‘best-in-industry’ standards throughout the company’s IT business systems which will be aligned to organizational objectives. Is a champion for the ongoing management, implementation, assessment, training, support and success of the dealer management system (Pronto).

Location: Landpower New Zealand, Hornby, Christchurch

Responsible to: Chief Financial Officer

Responsible for: Pronto Application Specialist
Network Administrator
IT Helpdesk Support (TBC)

Working Relationship: Group CEO
Group CFO
Pronto Working Group (Module Owners)
General Manager (AU)
Commercial Manager (AU)
Business Analysts (NZ & AU)
Finance Teams
LPNZ & LPAU Senior Management Teams
CLAAS Harvest Centres – NZ (& AU)

1.0 Key Result Areas

Key Result Areas	Key Tasks/Accountabilities	Performance Objectives/Measures
Dealer Management System	Provides leadership to the Dealer Management System Project (Pronto)	<ul style="list-style-type: none"> Manages the ongoing implementation and management of the Pronto Project which will support efficient and effective delivery of information services to both Landpower and the dealership network including planning, execution, communication etc.; Monitors, communicates and works to resolve all implementation and system issues and escalates them to Pronto as required; Oversees the implementation of a comprehensive Pronto training plan to ensure that all users are well trained in a timely manner; Provides leadership and direction to

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		<p>the DMS working group and provides liaison between the business and the Pronto provider, managing timelines and delivery expectations;</p> <ul style="list-style-type: none"> • Supports the development and delivery of appropriate process documentation with regard to the Pronto system; • Conducts system reviews on a regular basis to ensure that it is performing to the required standards and that it is meeting business needs and strategic objectives; • Works with the Pronto Application Specialists to ensure end user support, the resolution of user issues and system enhancement
Planning	Develops annual and ad hoc IT business plans to meet organizational requirements;	<ul style="list-style-type: none"> • Works in conjunction with the CFO and other key business stakeholders to develop an annual Group IT strategy for presentation to the board such plan to identify core projects, deliverables and timelines; • Develops operational project plans across the business on an ad hoc basis as the needs arises, in conjunction with business stakeholders and vendor suppliers, where appropriate; • Ensures that IT projects are implemented, monitored, communicated and reported on to ensure that they meet the objectives of best practice, quality and project and change management; • Manages the expectations of all project stakeholders with regard to project implementation through the communication of effective project plans and realistic timelines; • Is fully aware of organizational objectives and strategy and aligns IT planning accordingly ensuring that IT systems meet current and future needs and that IT solutions continue to remain current and best practice; • Implements and maintains professional disciplines, structures, accountabilities, standards and procedures and ensures that they are communicated, monitored and updated as required.
Infrastructure/Hardware and Software	Manages all infrastructure, technology applications and	<ul style="list-style-type: none"> • Develops maintenance plans to appropriately support all

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Management	IT services across the business	<p>infrastructure technology, applications and IT services across the business;</p> <ul style="list-style-type: none"> • Regularly reviews maintenance plans to ensure that they are meeting the needs of the wider business; • Service levels, of both internal and external providers, are agreed to, adhered to and expectations are communicated to users; • Manages and reviews all business systems including Pronto, Crystal Reporting tools, hardware including servers and telecommunications systems (including video-conferencing) to ensure that they are being appropriately utilised and where necessary, improved; • Develops and deploys ongoing maintenance plans for telephony needs across the wider business ensuring that all users are trained appropriately and according to best practice standards; • To ensure end user training is provided on all relevant systems to ensure competency of business users and to maximise the technology solutions available to business; • As training and development needs of users are identified on business systems ensures that training recommendations are made to close knowledge gaps; • Makes recommendations through a formal business case process, as required, with regard to IT solutions which will improve or streamline processes or meet gaps that are identified within the business.
Documentation & IT Systems Management	Ensures that all IT systems are documented, monitored and kept current	<ul style="list-style-type: none"> • Implements and maintains professional disciplines, structures, and accountabilities through rigorous standards and procedures which are regularly reviewed, updated and communicated; • Supports the development of any process documentation relating to IT process or infrastructure; • Implements and maintains systems with regard to IT asset management.
Partner Relationships	Manages and fosters relationships with trusted	<ul style="list-style-type: none"> • Ensures that all externally provided IT services throughout the business

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	vendor suppliers	<p>are in line with best practice with regard to quality, service, reliability and cost;</p> <ul style="list-style-type: none"> • Monitors the service delivery of external providers to ensure that best practice standards are met; • Manages any deviation from acceptable service delivery standards immediately to ensure speedy resolution and appropriate compensation; • Manages relationships with vendor suppliers to ensure that Landpower service expectations are accurately communicated and documented in a formal supplier agreement and monitors supplier agreement renewals to ensure there is no break in service;
Financial Management	Ensures that all IT projects are delivered within an approved budget	<ul style="list-style-type: none"> • Develops project budgets as part of project planning; • Ensures that all budgets and project plans are signed off by the CFO, and CEO as necessary, prior to project commencement; • Monitors project expenditure to ensure it is in line with budget forecast and communicates any significant variances in a timely manner; • Manages assigned Landpower IT budgets and capital expenditure costs reporting any variances to the CFO; • Prepares or assists in the preparation of CAPEX reports for infrastructure and/or significant application purchases as per company policy and delegated authority; • Tracks the annual budget on a monthly basis and reports out, as requested.
System Administration	To support the Proactiv Systems Administration function	<ul style="list-style-type: none"> • Provides back-up support with regard to systems administration; • Ensures that any system integrity issues are rectified on a timely basis; • Works to manage user administration functionality including new user roles and user access; • Provides input into systems set-ups including report layouts • Assists in ensuring smooth work flows in operational processing and in the wholesale operation, as required.

2.0 Core Competencies

COMPETENCY	DESCRIPTORS
Leadership	<ul style="list-style-type: none"> Is seen as a motivated, driven professional who leads by example for internal and external stakeholders; Is seen as someone who can achieve results and organizational objectives; Is perceived as someone who is respected because of their skills, experience and ability to achieve; Has a proven ability to meet deadlines, multi-task, prioritize and categorize based on urgency.
Achievement Oriented	<ul style="list-style-type: none"> Is internally motivated to meet objectives and is oriented to achievement; Sets sound achievable objectives for direct reports and project team members and is committed to having those objectives met.
Organised and Efficient	<ul style="list-style-type: none"> Is organised in work habits and an excellent time manager. Is not flustered by unexpected priorities and is able to re-focus, as new priorities arise. Performs tasks efficiently and effectively and is not easily distracted
Composure & Maturity	<ul style="list-style-type: none"> Is cool under pressure and is a settling influence in a crisis. Is considered mature and can manage personal stress appropriately. Can balance the needs of a demanding work environment. Is a person that people will respect and respond to.
Problem Solver/Analytical	<ul style="list-style-type: none"> Enjoys solving problems and rectifying issues in an IT environment. Likes to be challenged in the area of problem solving and has proven experience in the area of IT helpdesk support.
Autonomous	<ul style="list-style-type: none"> Is a self-starter who requires little supervision and is self-directed. Seeks improvement in systems and processes and implements without direction. Is proactive at addressing issues and will work to develop own solutions before seeking help.
Customer Focussed	<ul style="list-style-type: none"> Is completely responsive to customer requests and has the ability to prioritize requests, in order of importance, as they arise. Is polite and courteous to internal and external customers. Is proactive with customers and follows up where necessary without prompting Is a person that customers will be happy to call for support and assistance.

3.0 Technical Skills

TECHNICAL SKILLS	DESCRIPTORS
Qualifications/Experience	<ul style="list-style-type: none"> CA qualified and has worked as a Financial or Management Accountant; ERP Implementation experience preferably project management; Minimum of 2 years general IT or systems related experience; Experience with database development and management; Experience with data migration/manipulation within a SQL Server environment, or similar; Experience with providing end user support and training;
IT Proficiency	<ul style="list-style-type: none"> Superior IT management skills including MS Office applications, network administration, telecommunications partnerships etc; High degree of comfort and experience with ERP applications; Ability to learn new IT applications and systems effectively and quickly.

Training Delivery	<ul style="list-style-type: none"> Is proficient and experienced at training delivery with a particular focus on systems or application training delivered online or in person.
Communication Skills	<ul style="list-style-type: none"> Must display excellent verbal skills and strong interpersonal skills to liaise with a wide range of internal and external customers and suppliers; Must possess excellent interpersonal skills and possess the ability to build relationships and trust.

4.0 Landpower Core Attributes

ATTRIBUTE	DESCRIPTORS
Quality	<ul style="list-style-type: none"> Conveys a sense of quality using their inter-personal skills both verbally and in writing
Expert Knowledge	<ul style="list-style-type: none"> Is conversant in the required areas of business and conveys expertise in those areas
Innovation	<ul style="list-style-type: none"> Is able to apply innovative solutions to issues and problem solving Is proactive in initiating new processes and continually seeks to improve the way we do things
Service Focussed	<p>Demonstrates customer focus both internal and external</p> <p>Has a strong and innate customer service ethic</p>
Courteous	Is polite and courteous at all times
Enthusiasm	<ul style="list-style-type: none"> Conveys enthusiasm in all dealings with customers and colleagues
Discreet	<ul style="list-style-type: none"> Understands the need for discretion and privacy regarding company knowledge
Urgency	<ul style="list-style-type: none"> Has an appropriate sense of urgency in the workplace and is able to change priorities, as required to meet internal and external demands, as needed