POSITION DESCRIPTION

ReadyTech (ASX:RDY) exists to help communities thrive, and ReadyTechers flourish on making that change happen.

They enjoy taking on challenges that matter to our customers, communities, and the world – and working to solve them with incredible technology that helps navigate complexity, while also delivering meaningful outcomes.

ReadyTechers are enterprising, and hungry to make a difference. But, more than ever, ReadyTechers are *ready for anything*.

POSITION DESCRIPTION

Title	Technical Consultant	Location	Melbourne
Report to	Head of Operations	Direct report(s)	NA

The purpose of this role

Technical Consultants will be responsible for driving successful technical implementations, configurations, and ongoing support for our Procurement SaaS-based product range. This role combines technical expertise with customer-facing responsibilities to ensure solutions are delivered effectively and meet client requirements. The position will play a key part in bridging technical capabilities and client needs, contributing to both implementation and support efforts.

The key accountabilities and responsibilities of the role

- Plan and execute technical implementation and configuration of our Procurement SaaS-based product range, ensuring alignment with defined business objectives and client requirements.

- Use agreed methodologies and documentation standards to gather, interpret, and deliver on technical project requirements.

- Provide technical support to Support and Consulting teams, assisting with technical escalations and knowledge sharing.

- Collaborate with the Support team to resolve complex technical tickets from clients (~25% of the role). Initially, the role will be focused on Support during the onboarding period to ensure deep product knowledge is developed while gradually picking up consulting responsibilities.

- Install, configure, and update our product offerings to deliver measurable business value to clients, ensuring all technical functionality aligns with defined requirements. Please note, all updates to SaaS solutions are performed out of hours on a rotating schedule, which typically consumes up to five hours per fortnight.

- Work closely with Functional Consultants and Project Managers to ensure seamless delivery of defined technical requirements.

- Act as a customer advocate within the business, ensuring technical solutions meet client expectations and drive satisfaction.

- Identify and implement opportunities for improving technical processes and methodologies.

The ideal candidate will have these:

1. **Skills**	• SQL Server administration and troubleshooting.
	• Expertise in Windows server operating environments and Internet Information Services (IIS).
	• Experience with designing and troubleshooting Restful APIs.
	• Proficiency in Microsoft reports and/or Power BI.
	• Strong organizational and time management skills.
	• Ability to prioritize workload effectively.
	• Exceptional communication skills, both written and verbal.
	• Attention to detail and analytical problem-solving capabilities.
	• Familiarity with the technology and enterprise software landscape.
2. **Knowledge**	• Cloud solution delivery and cloud infrastructure design.
	• Deep understanding of SaaS-based enterprise solutions.
	• Application support and troubleshooting methodologies.
3. **Experience**	• Working with Enterprise, Business or Government customers to deliver technical solutions.
	• Providing technical support for complex enterprise systems.
	• Hands-on experience with SQL Server, IIS, API management and troubleshooting.
	• Exposure to technical consulting, system integration, or SaaS project delivery.
4. **Nice-to-haves**	• Experience with high-level design and integration specifications.
	• Background in procurement processes or enterprise software support.
	• Knowledge of .NET and Crystal Reports.
	• Experience with middleware solutions, eg Boomi, Mulesoft, Azure API Gateway

5.	Day in the life of a Technical Consultant?	• Participate in project meetings to understand and clarify customer requirements.
		• Monitor systems for risks or events requiring action and address them promptly.
		• Review escalated support tickets and prioritize actions as needed.
		• Plan daily tasks based on project schedules and assignments.
		• Conduct data migrations using predefined spreadsheets, ensuring accuracy by verifying and adjusting scripts to handle inconsistencies or unique data requirements. Validate the migration before delivering results to the customer.
		• Prepare and execute scheduled releases, including reviewing release files and following established procedures.
		• Update technical documentation (e.g., High-Level Design or As-Built documents) to reflect recent SaaS environment or solution changes.
		• Develop integration specifications for projects, outlining how standard APIs can be utilized or defining custom API methods to meet customer requirements and integration strategies.
		• No two days are the same!