

POSITION DESCRIPTION

SOLUTIONS CONSULTANT

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	Solutions Consultant	Location	Melbourne
Report to	Head of Solutions	Direct report(s)	None

The purpose of this role

The Solutions Consultant is passionate about identifying and solving complex business problems for our new and existing clients. You will be responsible for providing technical expertise, product knowledge and consulting services to our Sales & Delivery Teams as well as new & existing clients.

You will engage with our clients to understand their requirements and translate them into requirements specifications, matching each Client's needs with the appropriate ReadyTech solution(s).

The key accountabilities of the role

The Solutions Consultant's main objectives include:

- Ensuring that our clients (new & existing) are getting or (going to get) the most out of their technology investment, by completing consulting services such as Discovery sessions, Consultancy Assignments or Client Health Checks.
- Defining and leading delivery of API, Reporting and Data Migration requirements
- Prepare and maintain design documentation
- Develop and deliver strong ReadyTech demonstrations, highlighting customer benefits in accordance with their needs, and support sales to expedite and successfully complete the sales process.

The key responsibilities of the role

- Engage with customers to understand their business requirements and recommend solutions that align with their business goal.
- Work closely with Product and Technical teams to design solutions that meet client needs and align with industry best practices.
- Collaborate with clients to gather, document and analyse business and technical requirements.
- Translate client requirements into functional specifications for development and implementation teams.
- Identify potential challenges and recommend solutions to ensure client satisfaction.



- Design overall solution architecture including integration and coexistence with existing systems.
- Work with Product, Delivery and Technology teams to guide and implement solutions.
- Prepare and conduct product demonstrations and presentations to Clients (new & existing)
- Collaborate with cross-functional teams, including Delivery, Product Management, Development teams and other departments to ensure successful solution delivery and adoption
- Provide input into proposals, RFPs, and other customer documents
- Build and maintain strong relationships with customers and internal stakeholders to ensure successful solution adoption and customer satisfaction

Success in the role will be measured in:

As a successful Solutions Consultant, you should be able to demonstrate your ability to support sales, deliver high levels of customer satisfaction, exhibit technical competence, collaborate with cross-functional teams, and continuously learn and adapt to change.

Your manager will define your individual OKRs with you that highlights and contributes to these areas.

The ideal candidate will have these:

1. Skills	<ul style="list-style-type: none">• Relationship and stakeholder management at all levels• Excellent presentation and written/oral communication skills• Strong problem-solving skills and ability to think creatively• Strong understanding of APIs, Reporting and Data Migration• Ability to work independently and as part of a team• Adaptable and flexible to change• Articulate, succinct, confident, credible, and influential in person and via phone/video
2. Knowledge	<ul style="list-style-type: none">• Familiar with SaaS business models and Sales Strategies• Have an appreciation for the nuances of working in a growing business, working alongside developers and other technical and non-technical business resources
3. Experience	<ul style="list-style-type: none">• More than 2+ years in a similar role• Understanding of or experience in justice and tribunals desirable but not required• Experience developing and delivering successful client solutions, pre/sales• Experienced in dealing with pressure, tight deadlines, and meeting client expectations• Experience in a customer-facing role• Experience of building effective working relationships with cross functional teams such as Product, Sales & Delivery.
4. Other	<ul style="list-style-type: none">• Willingness to travel• Must be eligible and willing to obtain state and federal security clearances if requested. I.e. Police check, AGSVA Clearance