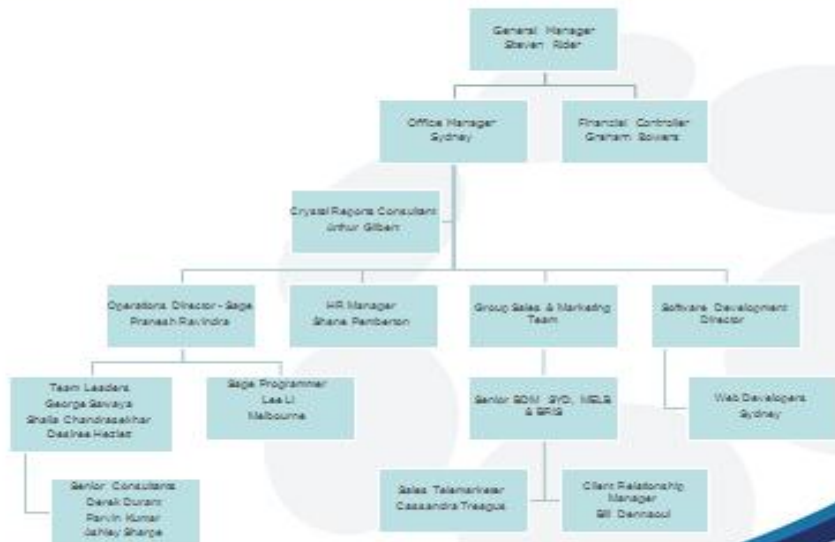


## Position Description

TITLE: *Professional Services Group (PSG) Manager*

### Provida Organisational Chart...



### PURPOSE OF POSITION:

The PSG Manager is responsible for the overall management of the consulting team. This includes the oversight of all consulting and development projects related to client service delivery. The PSG Manager will manage consultant productivity and review all outbound billings. The hands on component of the role will extend to client project review meetings and ensuring strict adherence to Provida's extensive system implementation methodology. Other duties will include completing written Requirement Definition Studies (RDS), running training courses and mapping out Provida's Rapid Implementation Methodology (RIM). There will be a significant human resource management aspect to this role.

To role encompasses the following broad tasks:

- Project Management,
- Consulting,
- Human resource management,
- Pre-implementation planning studies,
- Pre-sales,
- Client Management.

**SCOPE OF POSITION:**

The PSG Manager is one of 3 management positions at Provida (refer to the organisational chart). The PSG Manager is responsible for co-ordinating all consulting activities.

*Specific duties will include (but not be limited to):*

- Manage consulting staff (both internal staff and external contractors),
- Create Implementation Planning Analysis documentation and functional requirements reports as required,
- Run ACCPAC training courses,
- Project manage the implementation of Sage ACCPAC ERP, CRM according to Provida methodology,
- Project manage ACCPAC related projects including customisations - according to Provida methodology,
- Provide professional accounting systems advice to corporate clients,
- Assist with pre-sales preparation as required e.g. software demonstrations,
- Attend pre-sales meetings with clients,
- Answer the 1800 HelpDesk and phone as required from time to time,
- Oversee ACCPAC implementation and upgrade testing according to Provida methodology,
- Manage client relationships by calling customers and following up on outstanding issues and performance of consultants according to the Provida Service Level Agreement (SLA),
- Manage client requirements by calling and emailing clients on software and service requirements.
- Create Requirement Definition Analysis (RDS) documentation and functional requirements reports as required by the sales staff or Managing Director;
- Manage consultant's adherence to Provida's ERP implementation methodology for each and every project;
- Ensure client sign-off on Provida's ERP implementation methodology;
- Ensure Consultants are using Provida's Issues List Methodology to track client issues;
- Motivating and managing team members;
- Approving weekly billings;
- Conducting staff reviews;

**QUALIFICATIONS:**

It is a condition of employment that the PSG Manager holds as minimum an industry recognised postgraduate accounting qualification and an information technology qualification. Recognised qualifications include (but are not limited to):

- CPA/ACA
- MCSE/MCSD/MCP
- ACCPAC A and C levels
- B.Com or equivalent

**REPORTING RELATIONSHIPS:**

The position reports directly to the Operations Director Sage Division, if this position is not filled then the Managing Director.

**LOCATION:**

The position can be based in Sydney, Melbourne or Brisbane and some travel between cities will be required as PSG team members will be based in all three office locations.

**REVIEW:**

The duties of the position will be reviewed annually. The Base Salary will be reviewed at Management's discretion, unless otherwise stipulated in your letter of offer.

**OPPORTUNITIES FOR ADVANCEMENT & SALARIES:**

The Professional Services Manager may progress to becoming a Director of the company after 5 years' service. Directors are entitled to profit share and ownership of shares in the company.

Should you receive two written warnings from the Managing Director of the company regarding the quality of your work, you will lose any additional benefits and bonuses. A third written warning will result in dismissal.

**ADDITIONAL REMUNERATION INCENTIVES:**

Provida pays an annual car allowance and a mobile phone allowance. There are options for target bonuses being paid on individual performance. Statutory superannuation is paid and salary sacrifice is available for superannuation, parking and motor vehicles.

**PROVIDA VALUES:**