

POSITION DESCRIPTION

ICT Technical Trainer - Security

Purpose of Position: The Gallagher Security training team is tasked with the creation, management and implementation of Access Control & Perimeter training solutions for the Gallagher Security business globally. The audience is predominantly our Channel Partner/installer network though does include End-Users, Consultants and staff. Training delivery has a primary technical focus in both software and hardware electronics the trainer must be the SME with trained professionals within industry.

The training team represents a significant touch point in-market for the Security Business and has a powerful impact on brand recognition and the Trainer role plays a key part in the growth and sales strategies.

ROLE SPECIFICATIONS

Reports to: Technical Operations Manager

Department: Security

Key Relationships: **Internal:** All security staff, IT, Head Office
External: Channel Partners, Integrators, End-Users, Consultants

Budget Responsibility: TBA

Direct Reports: 3

Location: Gold Coast, QLD

KEY POSITION RESPONSIBILITIES

Key Accountability	Outcomes/ Expectations
Training Delivery	<ul style="list-style-type: none"> • Delivery of software and hardware electronics information relating specifically to Gallagher Access Control and Perimeter solutions in a thorough and clear manner so that all training delivered is effective, and the consistent Gallagher message is received by all customers, and installers are able to effectively install the product. This would include best practice hardware and network infrastructure installation methods, software installation, software configuration and system operability instruction. • Strong people management skills and the ability to manipulate all situations positively. • Maintain an understanding of best practice adult learner techniques • Have a dynamic and engaging delivery approach to training and an appreciation that to motivate requires motivation.

Writing Training Documentation	<ul style="list-style-type: none"> You will need to scope, formalise and develop training material and ensure it is up-to-date, effective and relevant to the needs of the customer. You will be required to keep up-to-date with product development and integrate changes into the training material and deliverables.
Travel	<ul style="list-style-type: none"> The role requires frequent travel within Australia and PNG with some international travel.
Projects	<ul style="list-style-type: none"> The role requires, as appropriate, facilitation of projects and these can include development of new courses, materials, deliverables, strategies and kits plus work in other areas occasionally.
Commercial Awareness	<ul style="list-style-type: none"> The ability to appreciate and apply to all aspects of training and daily business a commercial focus. Leave trainees with a strong impression that Gallagher solutions are the 'go to' solutions for them and their customers.

Including any other duties not specified that may be required to complete the role, and as requested by the Reporting Manager.

ORGANISATIONAL COMPETENCIES

Customer Inspired

Our customers are the focus of all our decisions and actions. Our goal is to provide them with the best products, service and profitability.

Relentless Innovation

We strive for excellence through continuous improvement. We constantly explore ways to ensure our long term competitive advantage with the lowest cost structure.

Outstanding Quality

To achieve customer satisfaction - quality, fit for purpose, innovative products and services are our committed priority. We make hard decisions in the best interests of the Company and its stakeholders in line with The Gallagher Way.

Enduring Partnerships

Integrity is never compromised. All of our conduct must be personally and socially responsible. We treat each other with trust and respect. Staff empowerment, responsibility and progression are core to our success.

Health and Safety

Employees are expected to willingly co-operate in the objectives of making Gallagher a healthy and safe environment to work in. Therefore employees are required to observe and practice safe work methods, report any near misses, accidents or hazards immediately.

PERSON SPECIFICATIONS

Experience Required:

- Experience providing training on Gallagher Security product offerings
- Adult teaching/Training/Presentation experience
- Electrical experience - (power, earthing, resistors, wiring, installation of locks)
- Technical writing/ Documentation experience

Knowledge/Skills/Abilities Required:

- Extensive Gallagher Product Knowledge relating to Access Control & Perimeter solutions
- Extensive Security Industry knowledge
- Sound IT Knowledge including networking, TCP-IP addressing, Operating Systems and SQL Server in order to train other installer professionals.
- Effective written and verbal communication skills
- Professionalism
- Integrity and Initiative
- Determination (training delivery is repetitive)
- Tenacity and Reliability

Knowledge/Skills/Abilities Preferred:

- Market/Sales experience

ORGANISATIONAL STRUCTURE

CEO
Global General Manager - Security
General Manager – Australia & PNG - Security
Operations Manager - Security
ICT Technical Trainer - Security

WHO WE ARE

OUR ORANGE DNA

WHAT WE DO

We are global leaders in the innovation, manufacture and marketing of products and services in animal management, security and fuel systems.

WHY WE DO IT

To redefine what's possible for our customers.

HOW WE ACHIEVE IT

BRILLIANT
SIMPLICITY

HOW WE BEHAVE

The Gallagher Way

We are **CUSTOMER INSPIRED**

Our customers are the focus of all our decisions and actions. Our goal is to provide them with the best products, service and profitability.

We are **RELENTLESS INNOVATORS**

We strive for excellence through continuous improvement. We constantly explore ways to ensure our long term competitive advantage with the lowest cost structure.

We are committed to **OUTSTANDING QUALITY**

To achieve customer satisfaction - quality, fit for purpose, innovative products and services are our committed priority. We make hard decisions in the best interests of the Company and its stakeholders in line with The Gallagher Way.

We build **ENDURING PARTNERSHIPS** with our customers, staff and the community

Integrity is never compromised. All of our conduct must be personally and socially responsible. We treat each other with trust and respect. Staff empowerment, responsibility and progression are core to our success.