

POSITION DESCRIPTION

Position Title: Technical Account Manager –
VIC & TAS

Direct Manager: Sales Manager – VIC & TAS

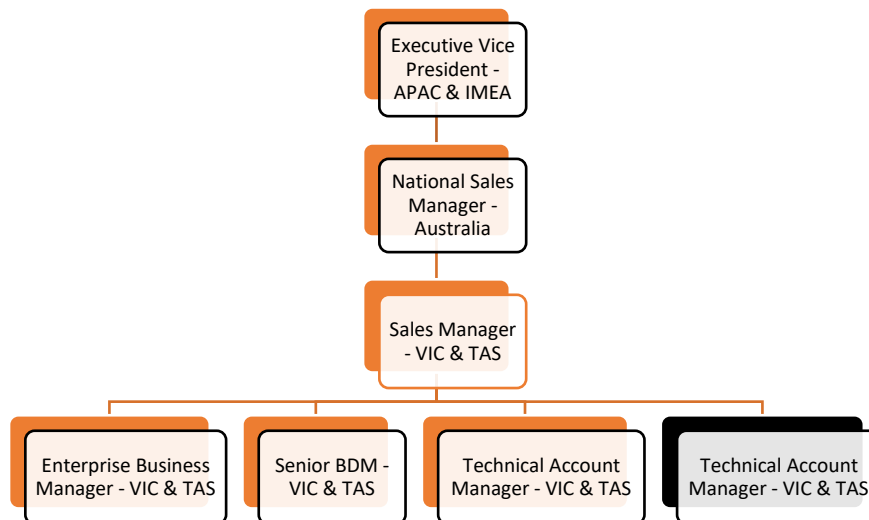
Budget Responsibility: Nil

Direct Reports: Nil

WHAT YOU'RE HERE TO ACHIEVE

To ensure that our clients and partners enjoy the very best technical leadership and support from Gallagher Security. Working within a team to advise on and implement agreed business development growth strategies and plans that reinforce, support and drive the profitable development of the Security global business.

WHERE YOU'LL FIT IN #TEAMGALLAGHER



WHO YOU'LL BE WORKING WITH

Internal Relationships	External Relationships
<ul style="list-style-type: none"> Regional Sales Manager – taking direction from, and informing status & progress with all matters as required by the Sales Manager. National Technical Manager – attend workshops & meetings as required. Implement technical strategies and communications in region National Perimeter Manager – upskill and maintain knowledge of all perimeter offerings. Support and certify systems. Technical Help Desk Manager – in depth communication required to assist with customer issues resolution, BDMs – information re major accounts / dealers, vertical markets, competitor activity, pricing issues. Technical presentations. Regional Technical Staff – technical client demonstrations / presentations, system designs, critical site issues etc. Training Manager – training programmes, content and logistics Product Manager - new product development, product modifications, priorities, costing / pricing, competition. R&D Technical Developers- assistance in specifying customer solutions as required, specialist product support. 	<ul style="list-style-type: none"> Distributors/Channel partners – Technical CP support as required, training as required, maintaining relationship in conjunction with relevant BDM. Security Consultants - Market information/research, system developments, trends. Major Clients –Support the BDM in providing technical sales support when required. Other Industry Influencers – Gallagher business future focus Strategic Partners.

WHAT YOU'LL BE DOING

Key Accountability	Outcomes/ Expectations
Technical Support & Training	<ul style="list-style-type: none"> To provide technical sales support to the Gallagher BDM's across all product sets to ensure that sales opportunities are maximized, including but not limited to: Provide product presentations to potential Gallagher partners, clients and security consultants. Tender response and preparation. Pre-sales proof of concept demonstrations, system designs and complex integrated solutions.

WHAT YOU'LL BE DOING

Key Accountability	Outcomes/ Expectations
	<ul style="list-style-type: none"> • To provide pro-active technical support, training and assistance to Gallagher dealers and Gallagher product users; including but not limited to: System training for technicians, system administrators and operators. Assisting with or carrying out on-site commissioning of systems. On-site technical assistance upon request of the Gallagher technical support team. Assisting with or carrying out on-site migrations of Gallagher product base. Site audits upon request of Gallagher product users. Proactively ensure that dealers are kept technically competent. • To promote, in conjunction with the Gallagher BDM's, the use of the High Spec systems to Government and Corporate institutions, including but not limited to: Assisting Gallagher CPs with system design to maximise sales opportunities. Presentations to potential Government and Corporate clients. Site commissioning and sign-off of the systems. • Co-ordinate in consultation with the BDM's the provision and implementation of appropriate technical support services that are consistent with Gallagher product strategy and regional initiatives. • Establish and maintain sound relationships with internal and external clients. • Provide input for preparation of the business plan and budget process. • Manage and co-ordinate the timely and effective resolution of call reports. • Identify any weakness in the delivery of technical support and training services that are adversely impacting customer satisfaction and implement corrective action.
Maintaining Technical Records	<ul style="list-style-type: none"> • To ensure that technical guidelines as published from time to time by Gallagher Security are efficiently implemented and followed. • Ensure that the technical services databases are maintained up to date where applicable for your region. • Provide Gallagher Security Technical Support Service department with relevant feedback of regional issues

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

WHAT YOU'LL NEED

Qualifications and / or Experience

- 5+ years' experience in security systems or information technology environment.
- Project management experience.
- Security Systems service and/or installation experience.

Skills

- Gallagher product knowledge.
- IT industry knowledge with deep understanding of the networked environment
- Security industry knowledge.
- Electrical engineering knowledge.
- Operating in a resource constrained environment.
- Tender Response and Preparation knowledge (compliance statement).
- Role specific skills: Planning, Organising, Understanding Others, Working Collaboratively with others

Protect what matters most.

Our purpose and our values apply to our extended Gallagher family including our employees, customers, partners and community.

