

## ROLE PROFILE

<b>ROLE TITLE</b>	IT Product Specialist (Customer Centric)
<b>DEPARTMENT</b>	IT
<b>DIRECTORATE</b>	Corporate Services
<b>RESPONSIBLE TO</b>	IT Product Lead
<b>RESPONSIBLE FOR</b>	n/a

### **ROLE PURPOSE**

Responsible for supporting the development and implementation of Orbit's current and future IT strategy. The IT Product Specialist will serve as SME providing specialist product expertise for the relevant domain.

Customer Centric Domain Specific:

Orbit's current customer focused solutions, namely D365 CE Sales & Marketing, D365 Field Services and encompassing all associated peripheral systems including mobile applications/portals. To incorporate other D365 based initiatives aligning to Orbit's future IT strategy.

Work with the IT Product Leads and business stakeholders to devise prioritised programmes of work designing and delivering solutions, meeting business requirements for change, advising and influencing business processes and maintaining integrity of data in key systems. Assisting in the specification, development and testing of small changes.

Driving efficiencies for the business through upgrades, enhancements and features with a keen focus on continuous improvement and maximising benefit of the systems.

### **ACCOUNTABILITIES / RESPONSIBILITIES**

- Reporting to the IT Product Lead, to enhance IT managed systems/products for internal and external customers, maximising efficiencies and managing/projecting resource requirements to meet business demand, and in line with agreed KPIs
- Work with other internal teams and/or 3<sup>rd</sup> parties to resolve ongoing problems with focus on reducing incidents, acting as an operational/functional escalation path for Product Analyst team.
- Maintain and update knowledge base documentation – current processes and procedures
- To oversee and assist with technical support/maintenance/routine business process activities on IT managed products
- Support development of the IT Roadmap and Strategy in conjunction with the IT Product Manager/Lead and key stakeholders.

- Understand business activities and its ambitions, strategically, commercially and culturally, to ensure the effective and timely provision of technology to support Orbit's agreed strategy
- Develop productive relationships with business stakeholders across Orbit to understand business requirements and influence business change requests to align to IT strategy
- Proactive engagement with the business stakeholders and product owners to identify continuous improvement actions for the managed systems, improving performance, efficiency and functionality, driving maximum benefit for the business
- Understand customer needs, validate solutions and serve as key product specialist
- Support product design, development and release for assigned products, maximising benefit of available features
- To coordinate system delivery/enhancements for new features and regular upgrades with internal teams, partner/contractor companies and 3<sup>rd</sup> party suppliers
- Ensuring key stakeholders are regularly updated on progress being made with investigations/solutions
- Responsible for ensuring systems produce all necessary management information reports, ad hoc reporting and to be responsible for the systems interfaces with relevant systems.

#### **KNOWLEDGE/SKILLS/EXPERIENCE/PHYSICAL REQUIREMENTS**

Essential	<ul style="list-style-type: none"> <li>• Experience of supporting/leading in a Dynamics CE / CRM environment including associated peripheral systems.</li> <li>• Experience working within a customer sales/customer experience role therefore an understanding of the business operation.</li> <li>• Demonstrates a comprehensive understanding of business requirements for system functionality</li> <li>• Proven experience of analysing and documenting complex business processes and requirements.</li> <li>• Ability to analyse and document data processes and integration requirements across all core systems</li> <li>• Experience in prioritising multiple tasks effectively and successfully engage in multiple initiatives simultaneously</li> <li>• Excellent business relationship and stakeholder management skills</li> <li>• Strong collaborative skills, with good written and verbal communication skills</li> <li>• Work on own initiative</li> </ul>
Desirable	<ul style="list-style-type: none"> <li>• Product management experience</li> <li>• Experience of IT application support best practice</li> <li>• Experience in the use of agile development methodologies</li> <li>• Experience working within Social Housing sector</li> </ul>

	<ul style="list-style-type: none"><li>• Experience of IT application support best working practices</li><li>• Experience of working in an ITIL environment</li></ul>
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Orbit is an Equal Opportunities Employer and all staff are required to read and adhere to Group and local policies and procedures relating to Equality and Diversity

Orbit requires all employees to read and adhere to Health and Safety policies and procedures

Orbit requires all employees to read and adhere to all Orbit policies and procedures and Standing Orders.