

POSITION DESCRIPTION

POSITION DETAILS	
Position Title	MDM Specialist
Reports to (Position Title)	IT Service Manager
Department / Division	Information Technology
Nature & Number of Direct Report	Nil
Nature & Number of Indirect Reports	Nil
Date	September 2018
PURPOSE STATEMENT	
<p>MDM specialist is responsible for building and maintaining the end-to-end lifecycle of Mitre 10 mobile device Platforms.</p> <p>Oversee and facilitate Mitre 10's Mobile Device Management platform to ensure accurate and efficient provisioning of mobile applications and devices on Mitre 10 wi-fi networks for the whole Mitre 10 group. This position will support mobile applications and device usage across all of Mitre 10 and will work in a dynamic, team-based environment to ensure our products are built and maintained in a way which creates value with our customers.</p>	

KEY ACCOUNTABILITIES OF POSITION		
Accountability Description	Measure	Weighting
1: Operational Functions	<ul style="list-style-type: none"> Mobile Device Platform Management: <ul style="list-style-type: none"> Includes device profile design & optimization, app management, MDM software troubleshooting Provisioning staff training & support: <ul style="list-style-type: none"> Training & supporting store and vendor employees on provisioning process, and onsite troubleshooting techniques Mobile hardware forecasting, device provisioning oversight, onsite troubleshooting, shipping & logistics, and overall order fulfilment Operations process management Use Agile and Lean practices to drive our way of working; Day to day maintenance and support of MDM environment Assist in the resolution of incidents; Build the team's capability through continuous knowledge sharing; Platform maintenance and mobility platform upgrades; Highlight technology incident trends for root cause investigation; Create and maintain relevant documentation including Standard Operating Procedures for the MDM platforms Adhere to Change Management processes. Enforce security standards for mobile devices accessing Mitre10 wi-fi networks. 	50%

	<ul style="list-style-type: none"> • Identify and report operational risks to IT Service Manager; • Perform on-call support duties as required; • Contribute to the development and maintenance of disaster recovery and availability plans; • Participate in disaster recovery test activities; • Ensure compliance to governance standards and escalate potential breaches to the IT Service Manager; and • Provide support to the development and testing of mobile applications, web applications and mobile security solutions 	
2: Mobile application support	<ul style="list-style-type: none"> • The MDM specialist is also responsible for providing proactive management of the mobile application profile, deployment and maintenance as well as second level application support to Service Desk and end users for in-store systems. • The MDM Specialist will work alongside the Mobile development team and business stakeholders to ensure the systems are fit for purpose to their requirements. Additionally, they need to ensure that the system is well maintained, correctly licensed and has appropriate performance and capacity to ensure no downtime to business processes. 	30%
3: Strategy	<ul style="list-style-type: none"> • Keep up-to-date with the latest technology trends; • Proactively identify and create proposals for technology improvements; • Contribute to the development and implementation of technology strategies and roadmaps; • Represent the relevant technology/platform within internal and external technology communities; • Liaise with vendors and technology specialists on new technologies; and • Identify opportunities to optimise the Total Cost of Ownership of the team's assets. 	10%
3: Planning Functions	<ul style="list-style-type: none"> • Assist in creating technology roadmaps and a pipeline of work aligned to it; • Provide input into workload and resource planning and estimation activities; • Participate in the ongoing capacity planning and management of the team's platforms; and • Any other task or duties as directed by Delivery Manager or manager once removed 	10%
4: Compliance, & Health & Safety	<p>Understand and adhere to all compliance requirements, internal & external, that govern the company's activities, including:</p> <ul style="list-style-type: none"> • Comply with all legal requirements that impact upon your role • Comply with all Health & Safety guidelines and procedures. • Comply with Mitre 10 (NZ) Ltd policies and procedures • Work in a safe manner and follow all safety procedures • Report Hazards, incidents and work-related injuries / accidents promptly in accordance with company Health & Safety policy • Participate in the Health and Safety Hazard awareness process 	
5: General	<ul style="list-style-type: none"> • Be a role model for the company's values: Customer Driven; Honest and Fair; One Team; Down to Earth; Strive for Excellence • Pursue opportunities for personal development and improvement. 	

	<ul style="list-style-type: none"> Undertake any other duties or responsibilities your Manager feels are appropriate given your role and skills.
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FINANCIAL & PROJECT DIMENSIONS	
Total Revenue accountability	Nil
Annual Operational Expense Budget	Nil
Annual Capex Budget	Nil
Expenditure authority maximum	Nil
Project Spend (if applicable)	Nil
Project Impact (e.g. whole organisation, business unit)	NA
Delegated Authority levels (if applicable)	NA

WORKING RELATIONSHIPS	
Frequent People Contact	Nature of Contact and Why
<ul style="list-style-type: none"> IT Service Manager Peers Mobile Development team IT Team members Key stakeholders Third party providers Members Stores Other Management and staff from the Support Centre 	<ul style="list-style-type: none"> Facilitation, liaison, collaboration, communication and development of respectful working relationships that drive the business performance Line Manager for key updates and communication

CHALLENGES AND COMPLEXITIES IMPACTING THE OPERATION OF THIS ROLE	
External Environment (economic climate, competitor activity, ownership):	<ul style="list-style-type: none"> Highly competitive industry requiring excellent commercial acumen and business planning skills
Other challenges or complexities that may impact on the ability to deliver outcomes	<ul style="list-style-type: none"> Working collaboratively with other internal stakeholders (i.e. Trade, Marketing, HR etc.) to drive successful outcomes for stores, maximising opportunities for stores and balancing the needs of other internal requirements.

POSITION HOLDER SPECIFICATIONS	
Qualifications and Experience required	<ul style="list-style-type: none"> Tertiary qualified in IT or IT industry certified (for example MCDST and or proven ability to deliver a consistently high volume of work under the pressure of deadlines and with an effective attention to quality ITIL Foundation certified or sound understanding of ITIL principles
Total years of experience required	<ul style="list-style-type: none"> Minimum 2 years plus Airwatch (or equivalent) MDM support and management experience in a large enterprise

Other specific Technical skills required (e.g. advanced excel)	<ul style="list-style-type: none"> • Workspace one Administration • Support and Troubleshooting of Workspace one environment • VMware Console Administration of workspace one • Networks: - TCP/IP / DHCP / WINS Understanding of network zones and firewall rules • Active Directory Principles
Competencies required:	<ul style="list-style-type: none"> • A proven commitment to continuous learning and development; • Understanding of, and experience with, Agile, Lean and DevOps methodologies; • A willingness to develop and promote new ideas and challenge the way things are done; • Strong communication skills - written, verbal and presentation; • Strong relationship management skills and the ability to communicate well with and influence diverse internal and external stakeholder groups to promote innovative solutions for customers; • Ability to work independently or as part of a team focused on common goals; • Strong problem-solving skills; • Flexibility and resilience in responding to multiple changing priorities; and • A disciplined approach to planning and organising.