



Title: Technology Training and Support Consultant
Reports to: Franchise Technology Solutions Manager
Department: Technology
Prepared By/Date: Erich Johnston, Franchise Technology Solutions Manager/July 2019

Summary:

The Franchise Technology Training and Support Consultant is responsible for setup, training, and support for franchisees across all technology platforms. The position also has the primary responsibility of managing day-to-day operations on the IT helpdesk with the goal of providing world class technology support. This position will work closely with the brand specific and shared support teams to ensure each franchise location is utilizing the required systems and processes.

Essential Duties and Responsibilities:

The position includes the following essential duties and responsibilities. Other duties may be assigned.

- Contributes to the Information Technology overall strategic direction.
- Prepare and distribute franchise technology accounts for both new and existing franchise locations and their employees.
- Prepares training material (videos, written instructions etc.) to be used in new franchisee training and all subsequent training efforts.
- Schedules and delivers training sessions, webinars, workshops etc. in group settings or individually.
- Manage and monitor Tier 1 IT Helpdesk tickets and provide a solution in a timely manner.
- When necessary, provide software and hardware support for internal OLB staff.
- Assist in the process to enhance and improve existing technology solutions by working with the Franchise Technology Solutions Manager.
- Assist in the process to research, select and pilot new technology solutions by working with the Franchise Technology Solutions Manager.

Competency:

To perform the job successfully, an individual should demonstrate the following competencies:

1. Customer Service – Superior communication skills; Self control; Patience; Willingness to help and go above and beyond to support and educate clients.
2. Troubleshooting – Ability to logically and systematically identify and document application and usage problems.
3. Project Management - Coordinates projects; Completes projects on time and budget; Manages project team activities.
4. Technical Skills – Maintains a high level of technical proficiency including identifying and proposing training opportunities.
5. Team Work - Contributes to building a positive team spirit.
6. Written Communication - Writes clearly and informatively.
7. Verbal Communication – Able to communicate technical issues and procedures to non-technical users.
8. Self-Motivation – Identifies and pursues projects; Takes ownership of projects and sees them through to completion.
9. Ethics - Keeps commitments; Works with integrity and values.
10. Innovation - Displays original thinking and creativity; Communicates innovative approaches and ideas with supervisor.
11. Professionalism – Maintains high level of professionalism; Projects confidence and inspires trust from clients and internal staff.
12. Organization/Time Management – Highly organized with attention to detail; Manages time and goals efficiently.

Education/Experience:

Relevant Bachelor's degree (B. A.) from four-year College or university and a minimum of five years related technology support experience and/or training.

Supervisory Responsibilities:

N/A

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.