



POSITION: Technology Products Manager
POSITION TYPE: Employee (full time)
REPORTS TO: Head of Participation & Coaching
LOCATION: Auckland
DATE ESTABLISHED: July 2020

TENNIS NEW ZEALAND VISION

Tennis – Accessible and Thriving

POSITION PURPOSE

The Technology Products Manager is responsible for the implementation of the applications contained within the 2017-2022 tennis in New Zealand strategy as well as maintaining all existing national tennis delivery applications. The role is heavily focussed on ClubSpark and Book a Court roll out ranging from product development with teams in Australia and the UK, product upskilling for regional staff, and managing the onboarding of tennis clubs and coaches to the products.

KEY RELATIONSHIPS

- Tennis New Zealand staff
- Association and Region staff members
- Affiliates (Wheelchair Tennis, Tennis NZ Seniors, Maori Tennis, Tennis Umpires NZ, Tennis Coaches NZ)
- ClubSpark staff
- Tennis Club administrators
- Tennis Coaches
- ITF
- Technology suppliers/providers

MAIN RESPONSIBILITIES

Tennis Technology Products

- Vendor, application, stakeholder and development oversight
- Reporting for Board, Sport NZ, Region/Association staff and internal purposes

ClubSpark and Book a Court

- Project management – Lead the continued implementation of these products
- Organise and deliver online learning to clubs and coaches
- Facilitate development of future enhancements through work with NZ clubs, coaches and relevant third parties
- Training and support - Work with Regions and Associations to build regional capability, advocacy and additional lines of support for clubs and coaches

Tennis Connect

- Research and Development - Explore options to enhance specific tennis systems upon the completion of the new digital systems strategy
- Contribute to the Tennis Connect steering group, responsible for ensuring tennis in NZ keeps digitally up to date

Internal IT (in conjunction with IT Systems Manager)

- Manage procurement of office technology and suppliers
- Manage support and configuration of office tech services
- Manage internal IT functions including LAN and server in conjunction with external IT support provider
- Ensure smooth operation of the national websites and internal IT products

PERSONAL SPECIFICATIONS

KNOWLEDGE AND EXPERIENCE

- Experience in data analysis, project management, and software support
- Experienced in using Microsoft suite of platforms, including Office 365, Sharepoint, Azure
- Experience using website CMS tools - preferably Silverstripe
- Experience with CRM systems as this will soon become a priority
- Experience in delivery system and IT training (internal and external users)
- Experience managing stakeholders, third parties and external vendors
- Experience providing verbal or written management level reporting

PERSONAL ATTRIBUTES

- Organised and efficient
- Ability to work in partnership across a range of different stakeholders, customers and volunteers
- Positive and enthusiastic attitude
- Solutions focused
- Can work autonomously and as part of a team
- Excellent written and verbal communication skills
- Can develop and maintain relationships
- Communicates honestly, openly, and consistently
- Willingness to work evening and weekends as required (some work can be done remotely from home)

QUALIFICATIONS

ESSENTIAL:

- IT certification or relevant industry experience

PREFERRED:

- Relevant Tertiary qualification
- Appropriate Microsoft certifications

DIRECT REPORTS

- None, but works closely with a support staff member

Tennis NZ is on the search for someone to manage the technology products that support the delivery of tennis nationwide. ClubSpark (club member management software) and Book a Court (pin code access to courts) roll out is well underway, and we are now looking for the right person to continue to drive this. You'll be part of a great team, working with 2 others in the IT, tech support and digital environment, as well as developing relationships with a wider regional team who add a level of support to clubs and coaches nationwide. This role is a mix of product development, product training and future focussed thinking to help tennis remain in a strong position digitally. Your goal will be to manage products that assist administrators, coaches and players to have positive technology experiences when they engage with tennis.

Tennis NZ is a family friendly employer with a great team culture. We welcome and appreciate diversity in our team. This role will be based at Head Office in Auckland, and Tennis NZ have a flexible approach to remote working.

HOW TO APPLY

If you think you're the right person for this role, please tell us why. Send your CV and cover letter/introduction email to admin@tennis.kiwi

Interviews will be held on Friday 14th August and successful interview candidates will be informed by end of business Wednesday 12th August. Interviews will be held at AUT Millennium, North Shore or online if required.

Applications close midnight Sunday 9th August.