

Position Description – Domain Name Industry Consultant

Reporting Lines

- Reports to:** Manager of Domain Name Registry Services
- Works closely with:** Industry Relations Manager / Policy Officer and the Project / Delivery Manager
- Direct Reports:** No direct reports

The Domain Name Industry Consultant provides industry expertise to internal and external clients. The Domain Name Industry Consultant will be responsible for:

- Understanding the client's current organisational and business processes, identifying opportunities and preparing implementation plans for these opportunities;
- Working with the clients to implement complex IT solutions;
- Completing assignments focused on helping clients meet their needs;
- Developing open, honest relationships with clients and partners;
- Successfully conveying solutions or ideas to the client;
- Defining project scope, schedule and resource needs to meet the Company's obligations;
- Execution of client projects within timelines and budgets;
- Delivering the achievement of client deliverables and performance standards.

Key Areas of Responsibility

The following are general areas of responsibility for the Domain Name Industry Consultant. From time to time these areas may vary and additional responsibilities may be added.

Industry Knowledge

The Domain Name Industry Consultant will:

- Develop and maintain a comprehensive understanding of the Domain Name Industry, including but not limited to, the history of the Industry and its future and Domain Name Regulator / Registry Operator / Registrar methods of business.
- Develop and maintain a significant understanding of all aspects of the Domain Name Registry System (DNRS), including, but not limited to the: Zone Configuration Parameters, Domain Lifecycle, Domains, Contacts, Hosts, EPP Service, WHOIS and WHOIS Check Service, Registry Database, DNS Update, IDN, DNSSEC, Accounts, Users and Permissions, Client Toolkits and Registry Portal.
- Participate in specialist forums and working groups and attending conferences, as appropriate.

Responding to Tenders

The Domain Name Industry Consultant will:

- Produce tender submissions in conjunction with senior staff from across the Company.
- Consult with senior Company staff members and key stakeholders to define a solution that will fulfil the customer requirements.
- Support the negotiation of contracts with customers.

Management and Strategic Consulting

The Domain Name Industry Consultant will:

- Represent the Company to external clients;
- Conduct research into industry information, initiatives and trends in order to advise clients;
- Hold workshops and information gathering sessions to elicit, analyse, validate, specify, verify and manage the needs and opportunities of the client and project;
- Provide objective analysis of the clients business and the client's needs;
- Consider issues and risks for the client and use a systematic approach to resolve problems;
- Identify opportunities and propose solutions for issues facing the client;
- Deliver documentation to the client supporting the identified needs and opportunities;
- As required act as a representative of an external client for a period of time;
- Provide training and other advice and assistance to the client.

Planning and Delivery

The Domain Name Industry Consultant will:

- Assist in defining the vision and scope of the project and assists in planning requirements;
- Collaborate in requirements prioritisation and estimation of levels of effort, risk and cost of implementation;
- Work to ensure delivery to the required specifications as it relates to the specific client / project;
- Manage assigned project activities to meet the timelines, budget and stakeholder requirements.

Reporting

The Domain Name Industry Consultant will:

- Report to the company and the client on activity status as required by the client / Project Manager.

General Responsibility

The Domain Name Industry Consultant will:

- Build and maintain positive on-going cooperative relationships with internal and external stakeholders to enhance relationships and project delivery in a competitive market place.
- Undertake professional development to maintain currency in Consulting practices.
- Promote the Company in local and international forums, and undertake marketing activities where appropriate to promote products and services.
- Demonstrate a commitment to teamwork and the maintenance of a collaborative and supportive work environment.

Key Skills, Experience and Knowledge

- A tertiary qualification in Information Technology or related field.
- Ability to rapidly learn client and industry environment and high level of personal initiative.
- Strong interpersonal skills and ability to build rapport with clients and team members.
- Ability to prioritise own work based on competing demands of clients and team members.
- Excellent analytical and research skills with the ability to collect and analyse complex material and data, and presenting it in accessible forms.
- Confident public speaker, with excellent communication skills and the ability to interpret and explain policies and provide advice and assistance to a range of audiences, and the ability to influence and motivate others.
- Demonstrated ability to write clearly and succinctly.
- Knowledge of the Internet Industry.
- Excellent interpersonal and communication skills.
- Demonstrated ability to prioritise work and to work independently.
- Demonstrated ability to contribute effectively as part of a team.