



Corporate Traveller Enablement System Administrator

Role Details

Job Title:	Enablement System Administrator	Date:	May 17 2022
Region:	US and Canada		
Reports To:	Senior Director of Enablement	Agreed By:	
		Version:	V1

Job Purpose:	The Enablement System Administrator will be responsible for bringing a sustainable and scalable approach to how we maintain, administer, and support our enablement tech stack including Outreach, HVS, Highspot, Gong, Prezi, LinkedIn Navigator, Wrike
--------------	--

Accountabilities

Accountabilities	Weighting	Objectives	Performance Measures
Administration	50%	Empower seamless and efficient use of enablement tech and align with processes and workflows	User adoption Usage
Tech Support	30%	Timely and accurate user support and resolution of operating problems	User satisfaction surveys
Reporting & Analytics	20%	Report on tech stack adoption and usage and provide Enablement, Sales, and CS leaders with the data to address leakage and optimize ROI	User adoption Usage

Person Profile

Key Competancies

Skills & Capabilities	Description
Project Management	Experienced with technical projects that optimize current processes via technology. Knowledge of project management methodology and tools
Tech Savvy	Ability to quickly understand technical concepts and explain them to audiences of varying technical expertise
Data Driven	Ability to generate key insights, create reporting and dashboards that Sales, Customer Success, and Enablement can leverage
Cross Functional Collaboration and Alignment	Ability to manage multiple tools that cross departments & regions and structure cross-functional collaboration and alignment
Agility	Ability to work in a high paced changing environment. Willingness to adapt and think outside the box in response to changing circumstances
Resilience	Approaches work with vigor and determination, possess the ability to learn quickly and to thrive within a fast-paced environment

Position Descriptions are subject to change as the needs of the business dictate.
Updated: (INSERT DATE)

Responsibilities

Responsibilities	Description
Administration	Manage all operations in the enablement systems (Outreach, Highspot, Gong, Prezi, LinkedIn Navigator, Wrike) including new user access, user permissions and governance set up. Understand the entire end-to-end customer lifecycle, remove points of friction, and streamline technology to increase productivity. Collaborate closely with Enablement Managers to understand and address user needs. Serve as SME on enablement tech.
Tech Support	Coordinate day-to-day system operations, maintenance, and troubleshooting, including navigational support, password resets and errors
Reporting	Support analytics, reporting, and forecasting on a quarterly, monthly, and ad-hoc basis. Provide reporting on adoption and usage.
Training	Collaborate with Onboarding & Development and Enablement Managers on training assets
Vendor Relationships	Work closely with vendors to identify and communicate new features, bugs and resolve operating problems
Integration	Integrate and manage enablement tech stack to ensure seamless usage. Assist in the development, improvement, and implementation of processes for a smooth end-to-experience. Collaborate with Salesforce team as needed.
Implementation	Implementation and configuration of new tools as needed
Insights	Remain current on new enablement technology in the marketplace and provide recommendations for changes and best practice approaches

Qualifications & Prior Experience

Qualifications & Prior Experience	Essential/Preferred
Minimum 3 years' experience in a technical role	Essential
Experience with Enablement Technology	Preferred
Experience working with Sales / Customer Success Teams	Preferred