



Position Description – Finance Business Administrator

About Byte

Byte is an award-winning IT service organisation that provides 'as a service' solutions that empower Professional Services. Byte partners with world-class technology partners to ensure you get the best advice, every time.

Byte's core purpose is to 'Build teams that deliver the extraordinary'. This purpose is achieved through operating from five key values, these values are intertwined in everything we do both internally and externally.

Core values:

Evolve – Ability to improve, re-invest yourself, encourage growth and individual ability and creativity

Invested - Empathise to customer needs, solve issues systematically challenge and balance company values

Spirited – Creates energy, takes joy in the task that is infectious, can-do, happy to help, no-ego, enthusiastic

Strong Resolve – Courageous, nothing is too hard, get things done

Selfless – pass on knowledge to others willingly

Our success is directly attributable to our talent for attracting, selecting and enabling the highest calibre of employees. We value our people and invest heavily in ensuring they stay at the bleeding edge of their game. Our excellent consultants have extensive expertise across various technologies and our management team has over 25 years' experience in the realm of IT consulting and management.

About the Role

The Finance Business Administrator function provides administration support, sales support, process improvement and reporting to business. With a primary focus on supporting our customers, sales team and the business operations team. The Finance Business Administrator will be responsible for processing all relevant documentations between sales, key vendors (i.e. Telstra) and internal services and business operations. The role will take an end to end view of business operations seeking to be proactive in the continuous improvement of its operational delivery. Up to 20% of this Function will be highlighting, implementing process simplifications and validity of data within the ERP system.

The position also involves the following:

- Analyse, document, and maintain Byte's key processes, including Telstra Partner Portal for Solutions and Managed Services, and Professional Services, project coordination end-to-end processes from Sales / Purchase Order, Resourcing, Delivery to Billing
- Management and monitoring of Telstra Partner Portal submissions to ensure integrity of data in the company Practice Management System from sales through to billing
- Agreement and Project creation in Connectwise
- Generation of Customer billable reports and statement of accounts
- Creation and optimisation of the end to end from sales to billing to cover all aspects of the customer engagement. This is to specifically cover the process documentation to improve and manage efficiencies; including but not limited to the sales process through to billing
- Provide monthly sales and other metrics report to Vendors like Telstra
- Administration and management of Presales tickets based on priorities and Resource availability with the Sales Manager and staff
- Customer billing

Position Description – Finance Business Administrator

- Track and maintain budgets of operational costs and business forecasts
- Analysis of financial data and recommendation to ensure business objectives are met (cash flow, Gross margin, administration and management ratio)
- Ownership and Process simplification and systemisation (ERP) within business operations
- Ensure compliance with best business practices throughout the organisation
- Collaborating with internal stakeholders to achieve monthly invoicing targets and improve invoice processes

Key Accountabilities

- Accurate and timely processing of Telstra and Other vendor requests and orders (Target = 98% accuracy and less than one working day respectively)
- Management and Continuous improvement of documentations and processes
- Customer statement of account based on Projects and Agreements (MS) in Connectwise (ERP)

Key Result Area

- Improved operational efficiency and effectiveness

Skills

- Excellent verbal and written communication skills
- Develop a strong working understanding of the HubSpot, ConnectWise and Telstra ordering systems (Partner Delivered Managed Services, TPSA (Professional Services & Equipment) & TBS ((Professional Services & Equipment)
- Ability to work autonomously and collaboratively with internal and external stakeholders
- Good understanding of operational processes, business needs and priorities
- Proficient computer skills in Microsoft Office Word, Excel, PowerPoint and CRM preferred.
- Success with handling multiple tasks at any one time
- Knowledge of the commercial construction for professional services.

Required Qualifications

- Tertiary qualification in Business Management

Experience

- Proven experience in documenting processes and requirements gathering
- Previous sales experience in a technical environment ideally with exposure to ICT
- Exceptional attention to detail, with strong time and priority management skills
- Experience in using an CRM, Practice Management and Ordering System
- Demonstrate a positive attitude with the ability to work in a close team environment
- Experience in dealing with a diverse customer base (50 to 1000 seats).