

Technical Training Manager - Industrial Components and Electronics (ICE)

PXC PD 1.0

POSITION SPECIFICATIONS

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| Position Reports To | National Marketing Manager |
| Direct/Indirect Reports | N/A |
| Financial and/or Other Delegation/s | As per Company Policy |
| Version | October 2024 |

SCOPE OF THE ROLE

The Technical Training Manager - ICE will lead our training initiatives within the Business Area ICE. In collaboration with headquarters (BA ICE) the Technical Training Manager, will be responsible for designing, developing, and delivering comprehensive technical training programs that support the growth and proficiency of our sales and technical teams, channel partners, and end-users across all regions, Australia, and New Zealand.

KEY RESULT AREAS AND SUPPORTING RESPONSIBILITIES

TRAINING PROGRAM MANAGEMENT:

- Develop and implement a comprehensive technical training strategy aligned with the company's goals and objectives.
- Identify training needs through collaboration with stakeholders, including sales, marketing, product management, and engineering teams.
- Create and manage a training program roadmap, outlining the scope, schedule, and resources required for each training initiative.
- Monitor and evaluate training program effectiveness, making necessary adjustments to optimize training outcomes.

CURRICULUM DEVELOPMENT:

- Design and develop engaging and results-oriented technical training curriculum through agile instructional design methodologies.
- Collaborate with subject matter experts to ensure accuracy and relevance of training materials, including presentations, manuals, e-learning modules, and hands-on exercises.
- Utilize various multimedia platforms and technologies to enhance the effectiveness and efficiency of training delivery.

TRAINING DELIVERY AND FACILITATION:

- Conduct technical training sessions, workshops, and webinars for various audiences, ranging from internal employees to external channel partners and end-users.
- Provide hands-on technical support and guidance during training programs, ensuring participants' understanding and application of learned concepts.
- Proactively address participant questions and concerns, facilitating a positive and constructive learning experience.

TRAINING EFFECTIVENESS EVALUATION:

- Conduct post-training assessments and evaluations to measure participants' knowledge retention and skill development.
- Analyse training effectiveness data and provide feedback to stakeholders for continuous improvement of training programs and materials.
- Maintain up-to-date documentation and records of training completion and outcomes.

TECHNICAL EXPERTISE:

- Stay abreast of industry advancements, emerging trends, and changes in product offerings to ensure training programs align with the latest industry standards and best practices.
- Continuously develop and enhance personal technical knowledge and expertise through self-directed learning and participation in relevant training programs.

WORK HEALTH AND SAFETY:

Contribute to the provision of a safe working environment by:

- taking care to protect personal health and safety at work.
- not adversely affecting the health and safety of other employees
- identifying and rectifying where possible, hazards in the workplace
- complying with all reasonable instruction and safety using equipment provided

- reporting any incidents or near misses which may occur.
- complying with all company policies and procedures.

QUALITY / CONTINUOUS IMPROVEMENT:

- Actively support the requirements of company Quality systems by maintaining Company documentation and procedures.
- Continually review work practice and recommend ways in which practice, systems and/or processes can be improved.
- Participate in activities that address improving performance and actively promote improvement.
- Improve both internal and external customer focus.

PRIVACY RESPONSIBILITIES:

- Any personal or sensitive information collected in the course of performing your duties is to be used only for the purpose for which it was collected.

ENVIRONMENTAL SUSTAINABILITY AND MANAGEMENT

- Comply with relevant Australian Government environmental legislation, regulations and policies and other leading practice requirements to.
- Consider sustainability issues in the planning and management of Phoenix Contact Ltd activities.
- Prevent pollution; minimise waste and greenhouse gas emissions; and minimise our consumption of energy water and natural resources; through both technical and staff-based initiatives.
- If applicable to your position or area of responsibility, set, meet and periodically review environmental objectives and targets.
- Adhere to the principles of the *Environmental Policy*
- If required, communicate the *Environmental Policy* and Environmental Management System to staff, contractors, suppliers, consultants and volunteers.
- If required, provide environmental awareness and training to ensure staff throughout Phoenix Contact are aware of their environmental roles and responsibilities.
- Play a role in striving for continual improvement of environmental performance through the monitoring of our achievements on a regular basis and reporting to relevant stakeholders.

PHOENIX CONTACT CODE OF CONDUCT

- Adhere to the principles outlined in the Phoenix Contact Group Code of Conduct.
- Consider the code of conduct in the planning and management of Phoenix Contact Ltd activities by:
 - Making decisions and conducting activities within established guidelines.
 - Demonstrate respect, fairness, and integrity as the foundation of all your daily interactions.
 - Adhering to occupational health and safety requirements as per relevant Australian Government legislation.
 - Safeguarding the personal data entrusted to you by others.
 - Respecting and maintaining the integrity of fair competition.
 - Avoiding any conflicts of interest between private and business interests.
 - Exercising diligence when handling relevant information, expertise, and intellectual property belonging to Phoenix Contact and third parties, while implementing appropriate protective measures.
- If required, communicate the *Phoenix Contact Group Code of Conduct* to staff, contractors, suppliers, consultants, and volunteers.

SUMMARY OF KNOWLEDGE, SKILLS AND COMPENTENCIES REQUIRED

KNOWLEDGE, QUALIFICATIONS AND/OR EXPERIENCE

- Bachelor's degree in Engineering, Education, or a related field; relevant professional certifications.
- Minimum of 3+ years of experience in designing and delivering technical training programs.
- Proficient in instructional design methodologies, adult learning theory, and training evaluation techniques.
- Strong technical acumen and understanding of industrial components and electronics, including products, applications, and relevant technologies.
- Excellent communication and presentation skills, with the ability to articulate complex technical concepts in an engaging and understandable manner.
- Problem-solving and analytical skills, with the ability to identify training needs and develop effective solutions.
- Experience in managing training programs, including budgeting, resource allocation, and project management.
- Ability to collaborate effectively with cross-functional teams and stakeholders, both internal and external.
- Proficiency in using multimedia platforms and e-learning tools for creating engaging and interactive training content.
- Willingness to travel domestically and internationally as required for training facilitation.

SKILLS AND COMPETENCIES

- Excellent communication skills – both written and verbal.
- Strong presentation skills.
- Effectively work under tight deadlines and manage projects independently.
- Resourcefulness in solving problems, Results/Achievement oriented.
- Excellent people skills, and an upbeat and enthusiastic attitude.
- Strong organisational skills and attention to detail.
- Proficiency in MS Office particularly MS Power Point.

EMPLOYEE ACKNOWLEDGEMENT:

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| Incumbents Name | |
| Signature | |
| Manager's Name | |
| Signature | |