

## Education Consultant - Netsuite Education Services

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Company: Oracle

Location: North Ryde

Category: other-general

The NetSuite Education Consultant means having to work collaboratively with the customer to ensure that they have the knowledge to achieve their business objectives at the highest level of success. This is done by leading and conducting various learning opportunities:

Advising customers on learning strategies

Delivering tailored end user training sessions

Online Webinars

Upskilling Partners

Online Workshops

The role of Education Consultant is primarily focused on delivering advising sessions which are aimed to provide guidance and support to the customer by matching training needs to eLearning solutions in the learning platform, providing user adoption tools and explanations for effective organization roll out, and developing custom Learning Action Plans and strategy for proper execution of live end user training events.

The Education Consultant is also tasked to design and deliver high-quality, process-based tailored training that promotes NetSuite best practices to multiple customers in various industries. They will also deliver public webinars focused on enabling customers on beginner and/or advanced topics to provide clarity and guidance on how to maximize NetSuite processes and functions.

The Education Consultant collaborates with NetSuite Professional Services

implementation teams to assess customer training needs, develop custom agendas and materials (written and eLearning tutorials), and deliver quality training to ensure optimal user adoption. Education Consultants may deliver additional services such as Train the Trainer, Pre-UAT Training, and Post Go-Live Support Training.

Training project team members, administrators and developers is also an integral part of our charter and essential to customer success. Public courses are taught using standard materials and taught using a standard demo database. Dedicated sessions may be tailored to the need of the client and may be taught using the customer environment.

The ideal candidate possesses a passion for training, has excellent communication skills, can deliver training sessions, can develop learning and reference materials, demonstrates excellent attention to detail, cares deeply about customer satisfaction, exhibits strong project management skills and embraces change.

Career Level - IC3

**Your Responsibilities:**

As an Education Consultant, you will have the opportunity to make immediate contributions to the organization as you:

Understand the NetSuite application in all functional areas as they relate to customer learning requirements

Learn all relevant aspects of current and new product rollouts to ensure ongoing improvement of product knowledge, training and presentation skills, and technical knowledge

Lead and conduct advising sessions to provide guidance and develop strategies to match and achieve customer business needs

Deliver customer specific end-user training including Pre-UAT, Train the Trainer, End User Training, and Go Live Support based on their implementation project scope onsite and virtually

Deliver webinars and webinar series general customer base

Work in partnership with the customer to understand areas where additional support may be required to reinforce their learning needs

Recommend business best practices from a user adoption, training, and business

management perspective

Partner with Customer Success Project Managers and Functional Consultants to develop and deliver user adoption and training plans for customer implementations

Incorporate learning industry best practices and techniques in daily engagements

Apply expert knowledge of the NetSuite application to solve the customers business challenge.

Create a change management and user adoption strategy

Develop customer-specific end-user training and reference materials (print and eLearning), leveraging NetSuite Universal Content Library assets

Assume full ownership for the success of multiple concurrent customer training projects and deliver on time and on budget with the flexibility to manage a changing schedule of differing complexities with ease, grace, and some management oversight.

Mentor others on delivery strategies and internal processes related to job ownership and execution of the training. Provide constructive feedback to the Mentees and provide insight on progress to Manager

Adhere to Education Services Delivery methods, processes, procedures, and policies in the development and delivery of training services

Participate in the development of new offerings and improvement to processes, providing feedback and suggestions to education program management

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