

Contact Centre Transformation Procurement Advisor

Hiring organization
ATO

Description

The Australian Taxation Office (ATO) has a requirement for an ICT procurement specialist, herein referred to as the 'advisor'. The 'advisor' will provide services to all phases of a procurement process for the purpose of refreshing/transforming ATO's end to end contact centre solution and is inclusive of the overarching Contact Centre managed services contract. The transformation of the ATO's Contact Centre solution will be based on the ATO's business, technical and commercial requirements.

The 'advisor' will lead, facilitate and participate in all definitional, selection, evaluation phases including product demonstrations and workshops supporting the ATO and the ATO's Technical Advisor in the evaluation of solution options and pricing.