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| Position | **Senior Technology Delivery Consultant** | | | | | | |
| Reports to | **Technology Solutions Delivery Manager** | | | | | | |
| Work level | **1** | **2** | **3** | **4** | **5** | **6** | **7** |
| Team | **Technology Enterprise Solutions** | | | | | | |
| Group | **Centre of Excellence** | | | | | | |
| Location | **Onsite at the Hub in Melbourne CBD or Hybrid** | | | | | | |
| Direct reports | **n/a** | | | | | | |
| 1. Purpose of the position and link to strategy | | | | | | | |
| The Senior Technology Delivery Consultant provides sound implementation of technology (systems, web and digital solutions) across the business. This includes collaborating with stakeholders and vendors at key project touchpoints, ensuring quality of delivery across both internal and third party teams and providing leadership support within the technology delivery team  This role is linked to the core goals of Understanding and Integrity within Beyond Blues 2023+ strategy. | | | | | | | |
| 1. Key accountabilities of position | | | | | | | |
| **Solution Delivery Process & Governance**   * Provide leadership and ensure sound implementation, transition to operations and management of technology solutions across the business with a focus on digital products.   **Technology Project Delivery**   * Manage day-to-day project activities, reporting any discrepancies or issues to the Project Sponsor. * Improve process and procedures for the effective implementation, delivery, and operation of Beyond Blue’s technology solutions. * Align process and procedures to Beyond Blue’s governance frameworks including Risk, Finance, Procurement, Security, Brand and Enterprise Architecture. * In collaboration with the Technology Solutions Delivery team & wider Technology Enterprise Solutions group, manage identified and assigned projects and requirements to ensure the Technology Project Delivery team are enabled to scope, plan, implement, deploy, monitor, and evaluate and manage risks to ensure projects and requirements are delivered effectively on time, and on budget. * Provide input into Technology Enterprise Solutions organisation to help optimise end-to-end delivery of digital services by regularly assessing current state capabilities/ limitations of Beyond Blue’s digital architecture and platforms. * Prepare technical release plans, Go Live plans, and Rollback plans.   **Business Management**   * Engage related vendors and manage relationships to ensure that services are successfully delivered. * Participate in procurement activities, as required. * Conduct post implementation reviews. * Consult with infrastructure, project, and product teams to ensure solutions are consistent with our enterprise architecture. * Translate non-technical user stories into program and technical requirements. | | | | | | | |
| 1. Key outcomes, or desired impact of role, linked to strategy | | | | | | | |
| Area of impact   * Understanding – customers are provided with useful tools and information to perform their role and support the community * Supporting – the needs of the business are delivered in a seamless and enhanced experience. * Integrity – we make a positive impact, reduce the burden with simplified processes and systems | | | | | | | |
| 1. Core Capabilities | | | | | | | |
| Of the eight capabilities listed in our [capability framework](chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/http:/bbconnect.beyondblue.org.au/bbConnectDocs/bbHRDocuments/Performance,%20planning%20and%20reflection/BB_Thrive_framework_final.pdf), critical for role success.   * Communication * Critical thinking * Community centricity * Agility | | | | | | | |
| 1. Specific Job Competencies | | | | | | | |
| Education/qualifications   * Tertiary qualification in Technology, Web Development or a related discipline, or demonstrated relevant industry experience. * Formal study preferably in project management, Agile or software development (eg Agile, Scrum, SDLC)   Experience   * At least 5 years’ experience in managing development activities within an enterprise-grade Content Management System environment such as Sitefinity CMS, Sitecore CMS or similar. * Must be highly organised and capable of coordinating workflow, managing competing priorities, and remaining calm under pressure. * Proven ability to deliver technical and business projects. * Excellent written and verbal communication skills * Excellent analytical, planning, organisational and technical and skills * Demonstrated experience working with external service providers. * Hands on experience with Agile ALM tools such as Atlassian Jira and Confluence or similar. * Experience with ITIL change, incident and request management processes. * Exposure to IT Service Management systems such as ManageEngine, Service Now or similar. * Understanding of cloud systems and services such as AWS and MS Azure. * Ability to clearly communicate technology concepts and processes to non-technical business leaders. * Understanding of IT governance, standards, and controls | | | | | | | |
| 1. Values leadership and our culture at Beyond Blue | | | | | | | |
| Beyond Blue Values  We all play a part and take responsibility for our impact on the culture at Beyond Blue, in line with our [Values](http://bbconnect.beyondblue.org.au/Pages/beyondblue-Values.aspx).  Cultural competency  Beyond Blue strives to maintain a culturally competent and inclusive workplace. All employees are expected to undergo regular cultural competency training as part of their professional development plans. | | | | | | | |