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| **Position title** | | | **IT Platform Specialist, Analytics and Integration** | |
| **Team/Group** | | | Technology Delivery/Technology and Solutions Delivery/Business Solutions | |
| **Work level** | | | 4 | |
| **Position reporting to** | | | Technology Delivery and Security Manager | |
| **Employment Type** | | | Fixed Term (36 Months) | |
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| **Vision, mission, and values** |  | Beyond Blue’s vision is that all people in Australia achieve their best possible mental health. Our mission is to promote good mental health. We create change to protect everyone’s mental health and improve the lives of individuals, families and communities affected by anxiety, depression, and suicide.  Beyond Blues values are **Collaboration, Respect, Enthusiasm, Excellence, Innovation, and Integrity.** | | |
| **Position purpose** |  | The Business Solutions Group provides trusted advice and partnership to all teams at Beyond Blue. Business Solutions is based on a shared services model to partner and support the lines of business, this collaboration designed model is to enable agility and to ensure our teams to do their best work for the community.  The purpose of this platform specialist role is to shape technical direction and provide technical oversight in the further development and support of the Azure based data analytics environment modelled on the Microsoft Modern Data Warehouse and Azure integration environment.  This role will liaise with key stakeholders to understand current and future requirements based upon business strategy and use their subject matter expertise in the platform to set direction, build and execute a roadmap. The primary stakeholders of the insights and analytics platform are the Business Intelligence team who are partners and key to the success of this role. Additionally, this role will work closely with the architecture team and project teams to ensure integration needs are comprehended and fulfilled in a systematic, effective, and efficient way. This role also will work with external suppliers and partners to deliver agreed roadmaps.  This role will work with stakeholders to extend and mature the analytic and integration environment to support organisational priorities to deliver both internal enabling capability as well as transform our community facing digital experience. | | |
| **Role dimensions** |  | **Direct Reports** | | *none* |
| **Overall team** | | *The Business Solutions Group includes Commercial, Finance and Risk, Technology and Solutions Delivery, and Company Secretariat* |
| **Financial Delegation** | | *None* |
| **Key accountabilities** |  | * Work with stakeholders in Beyond Blue to understand business directions and priorities. * Develop a strong, active, and productive relationship with the Business Intelligence team to contribute to and support the roadmap of business analytic priorities. * Utilise strong technical expertise in the platform and assistance from external suppliers to advise and set technical direction and propose and deliver solutions. * Work with the greater technology team including the architecture team to mature the analytic and integration environment in a holistic, secure, cost effective and timely manner. * Develop structure and process to ensure the integrity, purpose, and quality of the technical environments for the analytic and integration platform is maintained. * Respond to requests, work with management to prioritise requests, and deliver in accordance with agreed priorities. * Assist in project formulation and business case documentation by contributing domain knowledge to plan and estimate work required in the analytic and integration platform. * Assist in project delivery by providing input into project team and/or suppliers, reviewing and evaluating proposals where relevant, and supporting quality execution of work within the analytic and integration platform. * Participate in procurement activities, as required. * Provide input into technology budget and planning processes. * Participate in project teams as assigned, collaborating with other squad members to deliver on project scope using agile methods. * Ensure that solutions and direction are acceptable within our risk framework. Be conscious of Beyond Blue’s appetite for risk. * Continually assess Beyond Blue’s analytic and integration platform and services, identifying areas for improvement. * Keep abreast of industry trends in this space to inform practical technology directions for Beyond Blue. * Develop and document processes and procedures for maintaining and operating Beyond Blue’s analytic and integration environment. * Collaborate with IT Operations in incident and problem resolution. Support resolution of issues requiring more detailed investigation and ensure knowledge base is updated with solutions for future reference. * Work with external suppliers as required to ensure analytic and integration platform is reliably and robustly supported. | | |
| **Key behaviours** |  | * We create clarity and ensure our actions align to our strategy, so we can prioritise our finite resources * We collaborate to provide solutions and options for feedback * We actively listen, and communicate openly and transparently * We build relationships internally and partner with the whole organisation on shared goals, problems, and solutions * We adapt, flex, and take an agile approach to plans to meet community need | | |
| **Qualifications and key selection criteria** |  | **Required**   1. Tertiary qualification in IT, software development, data analytics or a related discipline 2. Excellent written and verbal communication skills 3. Excellent people skills 4. Excellent analytical, planning, organisational and technical and skills 5. Excellent understanding of application integration platforms and patterns, ideally with skills and experience in Azure based integration services. 6. Excellent understanding of data analytic platforms and patterns, ideally with skills and experience in Azure based analytic services.   **Knowledge/skills/experience**   1. At least 4 years’ experience in a technical role, ideally with the majority of this time working in the Azure PaaS environment, including Microsoft Modern Data Warehouse components, Azure API Management service, Azure Data Factory, Cosmos DB, Logic Apps and other related products. 2. Experience in working with CI/CD pipelines, ideally using DevOps in an Azure PaaS environment. 3. Experience with data ingestion and preparation for analytic purposes and/or experience in enabling integration in a variety of design patterns. Ideally, experience in Azure Data Factory, Logic Apps and other Azure integration services. 4. Experience with code repositories including BitBucket or similar. 5. Exposure to project management tools such as Jira or MS Project. 6. Some understanding of IT Service Management and related tools such as ManageEngine or similar. 7. Able to clearly translate tech jargon to non-technical Business Leaders. 8. Ability to manage stakeholders and escalate issues when appropriate. 9. Ability to navigate options, and estimate the financial impact of architecture, technology, and vendor alternatives. 10. Must be highly organised and capable of organising activities, managing competing priorities, and remaining calm under pressure. 11. Ability to work with service providers. 12. Knowledge of cloud systems and services. 13. Demonstrated ability to prepare a variety of documentation types to a high standard including operating manuals, architecture diagrams, project plans, briefing notes, correspondence and reports with a high level of attention to detail, and the ability to conceptually analyse and synthesise information. 14. Proven ability to delve into and expand upon areas that are initially ambiguous. Use knowledge and skills to gain clarity. Work with the wider Technology and Solutions Delivery team on coordination, planning and identifying resources, task and activity monitoring, risk and issues identification and management, reporting and overall system maintenance. 15. Understanding and knowledge of IT governance, standards, and controls. | | |
| **Additional information** |  | **Health, safety, and wellbeing**  Beyond Blue is committed to ensuring the physical and psychological health and safety of all employees, contractors and other people involved in our business activities. Our people are expected to comply with our Health, Safety and Wellbeing policy  **Pre-existing injury**  The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment for staff.  **Equal opportunity**  Beyond Blue is an equal opportunity employer. All staff have a responsibility to be familiar with and adhere to the organisation’s policies and procedures.  **Cultural competency**  Beyond Blue strives to maintain a culturally competent and inclusive workplace. All staff are expected to undergo regular cultural competence training as part of their professional development plans.  **Employment is subject to:**  • A current Police Record Check  • Proof of the right to work in Australia | | |
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