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| **Position title** | | | **IT Solutions Delivery Manager** | |
| **Team/Group** | | | Technology Delivery/Technology and Solutions Delivery/Business Solutions | |
| **Work level** | | | 3 | |
| **Position reporting to** | | | Technology Delivery Manager | |
| **Employment Type** | | | Fixed Term | |
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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 IT Solutions Deliver Manager assists the Be You team in the sound implementation and delivery of systems, web and digital solutions across the Be You business. Collaborating with stakeholders at key project touchpoints, the IT Solutions Deliver Manager provides IT technical support including management of Be You website changes, website issue management, website deployments and website testing.  Technology Delivery and IT Operations work together to support Be You operations and digital projects. Working with Beyond Blue and Be You subject matter experts and Technology delivery team, hosting providers, development providers Technology Delivery plans, executes and transitions to operations new systems and enhancements to Be You’s digital products. The IT Solutions Deliver Manager plays a subject matter expert role in identifying and delivering technology solutions. | | |
| **Role dimensions** |  | **Direct Reports** | | *0* |
| **Overall team** | | *The Business Solutions Group includes Commercial, Finance and Risk, Technology and Solutions Delivery, and Company Secretariat* |
| **Financial Delegation** | | *None* |
| **Key accountabilities** |  | * Liaising with Beyond Blue’s Be You team in relation to new requirements, assisting with the development of functional specifications, facilitating user acceptance testing and managing deployments of new sites, digital products or functionality. * Liaising with other relevant Beyond Blueteams in relation to new requirements, assisting with the development of functional specifications, facilitating user acceptance testing and managing deployments of new sites, digital products or functionality. * Define and scope projects to prepare appropriate project implementation documentation including scheduling estimate time frames, quality and quantity of resources required, risk and issues management, and project plan. * In collaboration with Be You Digital and Technology and Solutions Delivery, deliver identified and assigned projects and requirements including scoping, planning, implementation, deployment, monitoring and evaluation and managing risks to ensure the project is delivered effectively, on time, and on budget. This includes working within established processes, policies, and Beyond Blue’s standard templates. * Plan and implement effective communications and change management. * Manage day-to-day project activities, reporting any discrepancies or issues to the Project Sponsor. * Be conscious of Beyond Blue’s appetite for risk. Ensure that solutions and direction are acceptable within our risk framework. * Continually assess Be You’s digital systems identifying areas for improvement. * Develop and document processes and procedures for maintaining and operating Be You’s digital systems. * Engage related suppliers and manage relationships to ensure that services are successfully delivered. * Participate in procurement activities, as required. * Conduct post implementation reviews. * 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. * Consult with infrastructure, project, and product teams to ensure solutions are consistent with our enterprise architecture. * Provide input into Technology and Solutions Delivery organisation to help optimise end-to-end delivery of digital services by regularly assessing current state capabilities/ limitations of Beyond Blue’sand Be You’sdigital architecture and platforms. | | |
| **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, Web Development or a related discipline 2. Excellent written and verbal communication skills 3. Excellent analytical, planning, organisational and technical and skills 4. Excellent understanding Content Management Systems.   **Knowledge/skills/experience**   1. At least 4 years’ experience in a technical role. 2. At least 4 years’ experience in administrating and managing development in a content management system including or similar to Sitecore CMS. 3. Experience with continues delivery processes including Octopus Deploy or similar. 4. Experience with code repositories including BitBucket or similar. 5. Exposure to project management tools such as Jira, Miro, MS Project and ITIL tools such as ManageEngine. 6. Ability to assist in change, incident and request management using ITIL processes. 7. Able to clearly translate tech jargon to non-technical Business Leaders. 8. Ability to navigate options, and estimate the financial impact of architecture, technology, and vendor alternatives. 9. Must be highly organised and capable of organising activities, managing competing priorities, and remaining calm under pressure. 10. Ability to work with service provider. 11. Knowledge of cloud systems and services. 12. 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. 13. Proven ability to delve into and expand upon areas that initially are ambiguous. Use knowledge and skills to gain clarity. Work with the wider Technology and Solutions Delivery team to begin: coordination, planning and identifying resources, task and activity monitoring, risk and issues identification and management, reporting and overall system maintenance. 14. 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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