|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Position title | **Solution Architect** | | | | |
| Position reports to | Enterprise Architecture Manager | | | | |
| Work level | 1 | 2 | 3 | 4 |  |
| Group and team | 200 Tech Solutions and Delivery | | | | |
| Location | Onsite at the Hub in Melbourne CBD or Hybrid | | | | |
| Employment type | Year Fixed Term | | | | |
| Direct reports | Nil | | | | |
| Why choose Beyond Blue  Beyond Blue has been providing supports and services to people in Australia for over 20 years.  We are Australia’s most well-known and visited mental health organisation, focused on supporting people affected by anxiety, depression and suicide. We are inspired by our vision that ‘all people in Australia achieve their best possible mental health’ and are driven by our mission to work with the community to improve mental health and prevent suicide.  We aim to achieve this through three strategic priorities:   1. Promoting mental health and wellbeing 2. Being a trusted source of information, advice and support 3. Working together to prevent suicide   At Beyond Blue the community is at the heart of everything we do.  By joining our team you’ll be involved in meaningful work, collaborating with a cross-section of colleagues, partners, and community right across Australia. We offer our team opportunities to support and learn from one another, build capabilities, celebrate successes along the way, and generous not-for-profit salary packaging options.  Your mental and physical health are important to us – we offer a range of wellbeing initiatives, including an Employee Assistance Program, a comprehensive Flexible working policy, ensuring you have safe and effective ergonomic support no matter where you work, as well as employee-led groups and initiatives.   We strive to live our organisational values of **Collaboration, Respect, Enthusiasm, Excellence, Innovation and Integrity** to help create a happy, safe and productive work environment. | | | | | |
| About the role | | | | | |
| Role description | * 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 Solutions Architect will have a deep understanding of business goals, objective and business outcomes, business capabilities, value-streams, and business processes. They provide the necessary leadership, analysis, and design skills to support the development of technology solutions. Ensuring solutions meet business need while aligning with architectural governance and standards. * They create deliverables that define the organisation's portfolio of "to be" and "as is" solutions — including systems (applications, processes, and information), shared infrastructure services and, shared application services and components to enable and drive targeted business outcomes. * The Solution Architect will be well versed in digital enabling technologies, their varying options and solutions in areas such as CMS, Identity (CIAM) and SSO, CRM and integration. *(A list of core technologies in use at Beyond Blue is provided towards the end of this PD)* * They will be capable of establishing a Solution Architecture practice, including relevant frameworks, governance structures, identification of and alignment to industry standards as well as an ability to build-out a Solution Architecture team/business function as required. | | | | |
| Key accountabilities | Area of accountability   * Assess & evaluate technology options, designs, and architecture. Identify, and document key risks, provide guidance and recommendations to ensure best fit and risk mitigation * Understands business drivers and business capabilities (future and current state) and determine corresponding system design and change requirements to deliver upon Beyond Blue’s business outcomes * Translate business and technical requirements into an architectural blueprint to achieve business objectives, adhere to architecture/organisational strategies and document all solution architecture design and analysis work * Provides deliverables such as standard definitions, reference models and architecture designs to guide business and technology stakeholders on impact from new and ongoing technology investments * Act as a consultant on a broad range of technologies, platforms, and vendor offerings to drive targeted business outcomes * Lead analysis of the technology environment to detect critical deficiencies and recommend solutions for improvement * Present gap analyses and/or IT investment roadmaps that reflect the status of existing IT estates, namely, their ability to contribute to future-state business capabilities around ecosystems and digital platforms * Where required, deliver IT projects including scoping, planning, implementation, monitoring and evaluation and managing risks to ensure the project is delivered effectively as well as on time and on budget. This includes working within the processes, policies, and templates of Beyond Blue’s Enterprise Portfolio Management (EPM) System * Understand the economic and financial levers that are susceptible to digital transformation, to effectively support and guide technology investment decisions * Scan the world for major disruptive technology and nontechnology trends (trendspotting) that affect business. Provide practical advice and best practices to overcome these challenges and successfully deliver the expected business outcomes * Communicate the value of enterprise & solution architecture to the organisation * Provide input to, and review documentation of all architecture design and analysis work * Lead and facilitate the creation of, and evaluation of governance, assurance and, standards * Oversee the documentation of all solution architecture design and analysis work * Consult with infrastructure, project, and product teams to ensure solutions are consistent with the enterprise architecture, as well as to identify when it is necessary to modify the enterprise architecture * Guide and advise stakeholders about disruptive technologies and trends * Provide solution architecture leadership and guidance to Beyond Blue, working closely with business stakeholders from the conceptual stage, to assess compatibility between programs across the business, and proactively drive intended outcomes of end-to-end solutions * Deliver and maintain current state and future state architecture artefacts, identify, and enact continuous improvements to artefacts to enable maximum usefulness * Engage related suppliers and manage relationships to ensure that services are successfully delivered and return on investments are maximised * Liaise with designers and engineers, and establish standard operating procedures to control the risks associated with the projects and Beyond Blue’s wider architectures * Provide consultation to business areas, identify technical requirements and guide selection of best fit solutions to address business need | | | | |
| Capability | Of the eight capabilities listed in our capability framework, the following behaviours are critical for role success (must already be demonstrating at the expected competence to step into the role)  **Communication**   * Communicates and presents confidently and regularly with employees, community members and other stakeholders to gain their commitment; translates specialist knowledge into common language * Uses storytelling to inform others, motivate action and influences stakeholders by connecting rationally and emotionally * Negotiates from an informed and credible position and presents persuasive counter arguments; Isn’t afraid to have the tough conversations * Creates opportunities for others to be heard and bring their point of view, encouraging robust, respectful debate * Clearly articulates the Beyond Blue vision and upholds the brand and establishes own credibility, integrity and personal brand in interactions   **Community centricity**   * Uses human centred or relevant design experience approaches to create and or support meaningful service improvements or service excellence * Competently advocates for mental health and suicide prevention services and information, empathically putting community at the heart of all we do * Emphasises importance of community and stakeholder relationships over products and solutions with commitment to strengthen and maintain trust and demonstrates integrity * Is aware of unintentional biases or power dynamics and takes steps to reduce bias in interactions and call out undesirable behaviours * Factors in an external perspective to drive internal process design   **Innovative mindset**   * Proactively seeks out alternative ways to improve the quality, cost effectiveness and overall value add and service excellence for Beyond Blue’s services * Builds a work environment that encourages calculated risks, experimentation, and iteration, working collaboratively to explore new approaches and provide input to problems. * Brings together diverse groups of people to bridge siloes, broaden thinking and start a dialogue * Translates creative ideas into business improvements or practical solutions, facilitating implementation and change * Bounces back quickly from adversity or failed ideas and takes steps to learn from mistakes to make future improvements   **Digital discovery**   * Establishes digital protocols and works effectively within a hybrid team * Actively embeds digital strategies and promotes the use of technology and digital tools in day-to-day activities to better manage services and processes * Applies appropriate consideration of data governance, legal security and privacy issues, and creates new opportunities for data information sharing * Demonstrates a strong understanding of the importance of cyber security * Ensure fit for purpose cross-functional processes drive technical solutions   **Partnering**   * Oversees program delivery and ensures partnering activities are informed by Beyond Blue’s vision, values and strategies to achieve high quality outcomes Keeps partners and stakeholders accountable for delivering on contractual requirements through reporting insights and regular forums to communicate * Identifies opportunities and actively looks for synergies across initiatives for cross-functional collaboration and partnership development * Understands how to successfully navigate the complexity of the organisation and broader sector’s ecosystem and operating environment   **Agility**   * Applies principles of agile mindsets and tools to projects, tasks and collaborations; coaches others to implement agile mindsets, practices and risk management processes * Creates a clear road map for change to improve community outcomes; anticipates barriers and endures uncertainty without becoming negative * Applies enterprise mindset to work prioritisation and resource allocation; sets realistic timeframes and manages competing projects or changes. Prioritises and aligns projects to business strategy, managing budget, team capacity and resources * Is nimble and innovative in contract management by identify new strategies and tactics for continuous improvement and services excellence * Conducts retrospectives to evaluate change for continuous team improvement   **Critical thinking**   * Contributes to setting team strategy and converts strategy into an actionable plan. Translates the Beyond Blue vision and strategy to team objectives, activities, and individual goals * Solves problems with an enterprise approach, working across the business to break down work and identify the resources required for the right capability and capacity * Identifies inconsistencies, biases and errors in reasoning when leveraging data-driven insights to make decision * Proactively identifies risks and mitigation paths when developing or contributing to strategy, planning or problem solving * Applies systemic thinking to understand the root cause of a problem before developing new insights and approaches with stakeholders | | | | |
|  | | | | | |
| Selection criteria | Education/qualifications   * Master's or bachelor’s degree in business, computer science, computer engineering, electrical engineering, system analysis or a related field of study, or equivalent experience   Knowledge/skills/experience  Essential   * Excellent written and verbal communication skills * Excellent analytical, planning, organisational and technical and skills * Excellent understanding of application development methodologies and infrastructure and network architecture * Experience with Microsoft Azure PaaS, most notably surrounding Microsoft Modern Data Warehouse solutions and Integration.   Desirable   * MCSA, MCSE, CCNA, or similar * TOGAF Experience * At least 5 years’ experience in a similar role * Exposure to multiple, diverse technologies, platforms, and processing environments * Experience with Salesforce and its architectures * Strong knowledge of digital architectures and enabling technology like Identity Management and integration (API) management solutions * Knowledge of Content Management Systems (CMS) and associated architectures * Ability to work with developers in an in-and-out outsourced environment * Good understanding of product management, agile principles and development methodologies and capability of supporting agile teams by providing advice and guidance on opportunities, impact, and risks, taking account of technical and architectural debt * Ability to propose and estimate the financial impact of solution architecture alternatives * Proven ability to manage large, complex IT environments, with knowledge and skills in planning, resource identification and coordination, task and activity monitoring, risk and issues identification and management, reporting and overall architecture maintenance * Knowledge of various aspects of an enterprise technology architecture like business, information, data, network, and security * Understanding and knowledge of IT standards and controls * Demonstrated ability to prepare a variety of documentation types to a high standard including network 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 * Exceptional communication and stakeholder management skills including ability to proactively resolve conflict or issues. This includes internal and external stakeholder needs assessment, meeting quality standards for services, evaluation of stakeholder satisfaction, and the ability to build and maintain working relationships * Must be highly organised and capable of organising activities, managing competing priorities, managing to a budget, and remaining calm under pressure | | | | |
| Additional information | | | | | |
| Fairness and equality | 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.  Equal opportunity  Beyond Blue is an equal opportunity employer. All employees 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 employees are expected to undergo regular cultural competency 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. | | | | |
| Current Technology Stack | * Cloud Hosting - Microsoft Azure (predominantly) & AWS * Microsoft Modern Data Warehouse / PowerBI * Microsoft Office 365 & Azure / traditional Active Directory * CMS – Sitecore & Sitefinity * CRM – Salesforce * Various SaaS products/vendors with AAD SSO / Integrations * Atlassian (Jira, Confluence, Bitbucket) * GitHub * Azure Devops | | | | |