



# Solution Designer

## POSITION PROFILE

<b>Division</b>	Corporate Support	<b>Status</b>	Full time permanent
<b>Unit</b>	Information Management & Technology	<b>Salary Grade</b>	Grade 12/13
<b>Reports to</b>	Digital Solutions and Security Lead	<b>Reviewed</b>	November 2020

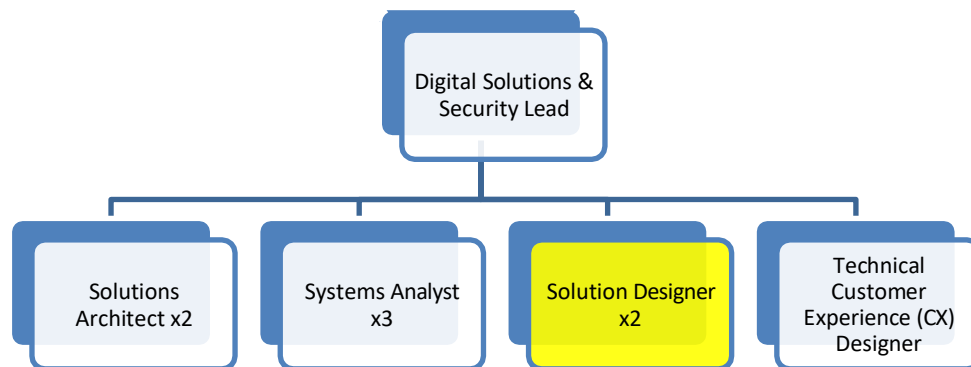
## STRATEGIC INTENT

To create holistic, scalable and flexible solutions for the customer and assist with the delivery of the IM&T strategy and program of work.

## POSITION PURPOSE

Solution Designer will create the blueprint for exceptional digital customer solutions. This hands-on technical role will engineer, implement, support and provide assistance to customers and partners. The Solution Designer will typically act as an escalation point for complex issues. The Solution Designer has an understanding of the entire technology stack. This cross-functional position will allow you to stretch your technical, business, stakeholder management and customer service experience into creating and implementing the best solutions to delight the customer.

## STRUCTURE



## POSITION OUTCOMES AND ACCOUNTABILITIES

Not limited:

OUTCOME TO BE DELIVERED	PERFORMANCE STANDARD
Build amazing relationships with our business stakeholders.	Experience and knowledge in enhancing the customer experience, increasing value-added to customers and maximising accessibility and minimising risk to an organisation's information resources.  Understanding on human centred design principles
Create and implement scalable and solutions.	Create solutions which could benefit many aspects of the business.

Design and implement solutions through a Cyber Security and Networking lens	Design multi-faceted cyber security solution which span across the management of people, processes and technologies.
Oversight of all software systems from their initial planning through to retirement.	Demonstrated understanding and experience working with delivery processes in the context of the Application Life Cycle or SDLC.

## SELECTION CRITERIA / SUCCESS PROFILE

Qualifications, Certificates or Licences	Essential	Tertiary qualifications in an IT or Engineering related discipline
	Desirable	Desirable MCSE / CCNA or Network+
Experience or skills	Essential	<ul style="list-style-type: none"> <li>• Extensive experience with Microsoft technologies, including development and solutioning of Azure, Dynamics, SharePoint, PowerApps, PowerBI</li> <li>• Proven ability in designing and implementing complex solutions and integration points into enterprise systems</li> <li>• Experience designing cyber secure solutions which include the management of people, processes and technologies.</li> <li>• Previous experience with integration technologies (Mulesoft preferred).</li> <li>• Basic Knowledge in Programming and Coding – Preferable PowerShell / Python.</li> <li>• The ability to solve technical problems – hands on role</li> <li>• Sound MS Azure skills - troubleshooting, administration and end to end workload migration</li> <li>• IaaS (including but not limited to Compute, networking, Backup &amp; DR, monitoring, on-premises connectivity etc.) skills and experience</li> <li>• Good Knowledge in configuring, installing, and supporting of network Infrastructure i.e. Switches, Routers, WAPs and IoT.</li> <li>• Basic Knowledge of Microsoft SQL Database servers, querying and troubling.</li> <li>• Demonstrated experience in the design, Implementation &amp; migration of workloads to Azure and transitioning these into ongoing operational support models.</li> <li>• Experience implementing technological solutions in a public cloud, hybrid cloud, data centre environment, with a focus on automation, scalability, serviceability and customer focus.</li> <li>• Experience of managing VMware, Windows Servers, SCCM, Scripting, Active Directory, Group Policy, File and print services, storage systems and Citrix.</li> <li>• Demonstrated ability to work in a team environment, work unsupervised, and help customers and IT staff to achieve their goals.</li> <li>• A proven record of delivering exceptional customer service.</li> <li>• Demonstrated experience and/or knowledge working with Agile &amp; DevOps principles</li> </ul>

	Desirable	<ul style="list-style-type: none"> <li>• Understanding of customer experience (CX) human centred design principles</li> <li>• Proven ability in plan, develop, deploy, test and optimise security policies and procedures.</li> <li>• Previous hands-on software development experience; working with Engineers, Designers, Product Owners and Scrum Masters</li> </ul>
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## CORE CAPABILITIES

Attributes	<ul style="list-style-type: none"> <li>▪ <b>Decision making:</b> Achieving desired outcomes by evaluating and identifying options, and involving others in decisions affecting them.</li> <li>▪ <b>Goals oriented:</b> Works to achieve self-set goals, taking on challenging tasks when necessary in order to achieve them</li> <li>▪ <b>Critical thinking:</b> Critically examine work and activities, considering alternative points of view and approaching an issue as it relates to different stakeholders.</li> <li>▪ <b>Communication skills:</b> able to articulate complex and technical matters in simple terms.</li> <li>▪ <b>People skills:</b> empowers others to think for themselves, able to approach and attempt to resolve disputes in a constructive way and able to provide positive and constructive feedback when necessary.</li> <li>▪ <b>Team focussed:</b> Willing to be mentored, and to share skills, experience and knowledge via formal and informal collaboration with colleagues</li> </ul>
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## OUR VALUES

Behaviours	<ul style="list-style-type: none"> <li>▪ <b>Collaborate</b> – We are a united team. We work together to deliver great outcomes for our community</li> <li>▪ <b>Achieve</b>- We have a can-do attitude and deliver on our commitments. We pursue excellence and believe in making a positive contribution to our community</li> <li>▪ <b>Respect</b> – We communicate openly, act with integrity and are inclusive</li> <li>▪ <b>Evolve</b> – We look for opportunities and embrace change, championing new ideas, and celebrating solutions.</li> </ul>
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## CORPORATE OBLIGATIONS

Employees	No direct reports. Unit structure attached.
Delegations	Authority to operate within the Delegations attached to the position
Risk Management	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.

<b>Financial Management</b>	Managing budgets and expenditure, undertaking relevant checks and applying rules, regulation, process and procedures in dealing with financial matters
<b>Workplace Health and Safety</b>	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work.
<b>Code of Conduct</b>	All employees are responsible for adhering to Council's Code of Conduct and the policies and procedures that support it
<b>Workplace Behaviour &amp; EEO</b>	All activities must comply with Council's Workplace Behavior Guidelines.
<b>Enterprise Content Management</b>	Comply with Council's Enterprise Content Management Determination and associated guidelines including creation of appropriate records in Council's records management system and proper custodianship of records to ensure against loss, removal or destruction
<b>Continuous Improvement</b>	Identify obsolete and inefficient practices and recommend changes where appropriate
<b>Customer Focus</b>	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery
<b>Procurement</b>	Activities are conducted in accordance with the Purchasing Policy and Procedures to provide transparency and cost effectiveness in procurement

## **SPECIFIC CONDITIONS OF EMPLOYMENT**

In accordance with Council's Core Enterprise Agreement covering salaried staff, as this employee will have access to high levels of council information it is necessary that they ensure confidentiality and strictly abide by council's Code of Conduct policy.

May be required to work additional hours to ensure availability of Council systems as and when required.