Solution Designer

POSITION PROFILE

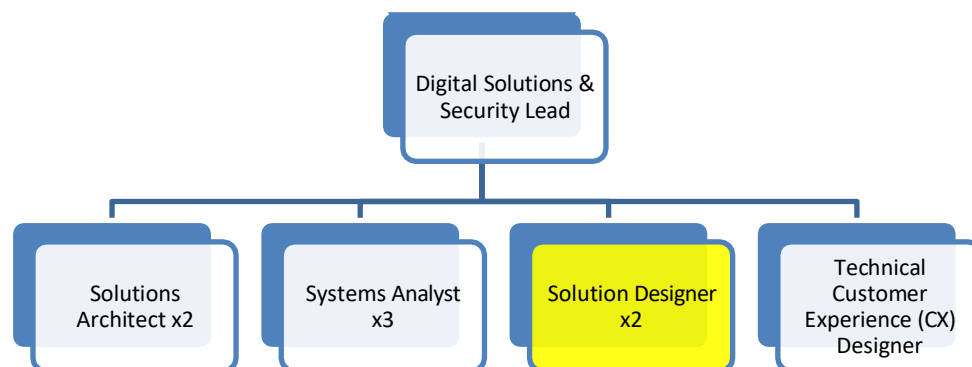| Division	Corporate Support	Status	Full time permanent
Unit	Information Management & Technology	Salary Grade	Grade 12/13
Reports to	Digital Solutions and Security Lead	Reviewed	November 2020

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

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                    Digital Solutions &
                      Security Lead
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 Solutions      Systems Analyst  Solution Designer   Technical
 Architect x2        x3              x2            Customer
                                               Experience (CX)
                                                  Designer
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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 application solutions 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 Microsoft Certifications
	Desirable	
Experience or skills	Essential	• Extensive experience with administering, developing and enhancing Microsoft technologies, including development and solutioning of, SharePoint, MS Teams, PowerApps, • Proven experience in developing Intranet sites using Sharepoint online • Experience with analysing the suitability of Microsoft 365 apps and add-ins, especially regarding security and integration risks • Hands-on experience in designing and developing site collection and web page templates, web parts and other components which extend business functionality, along with products / languages such as Azure Active Directory, XML, .Net, SQL, and JavaScript • Proven ability in designing and implementing complex solutions and integration points into enterprise systems • Deep domain and system knowledge to turn customer and product journeys into technical requirements and convert those requirements into workable technology outcomes. • Previous experience in Programming and Coding – Preferable PowerShell / Python. • Support go-live, releases and project implementations. • Demonstrated experience and/or knowledge working with Agile & DevOps principles

Desirable	• Understanding of customer experience (CX) human centred design principles • Proven ability in plan, develop, deploy, test and optimise security policies and procedures. • Previous hands-on software development experience; as a developer, systems analyst, solution engineer or Technical Designer.

CORE CAPABILITIES

Attributes	• **Decision making**: Achieving desired outcomes by evaluating and identifying options and involving others in decisions affecting them. • **Goals oriented:** Works to achieve self-set goals, taking on challenging tasks when necessary in order to achieve them • **Critical thinking**: Critically examine work and activities, considering alternative points of view and approaching an issue as it relates to different stakeholders. • **Communication skills**: able to articulate complex and technical matters in simple terms. • **People skills**: 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. • **Team focussed**: Willing to be mentored, and to share skills, experience and knowledge via formal and informal collaboration with colleagues

OUR VALUES

Behaviours	• **Collaborate** – We are a united team. We work together to deliver great outcomes for our community • **Achieve**- We have a can-do attitude and deliver on our commitments. We pursue excellence and believe in making a positive contribution to our community • **Respect** – We communicate openly, act with integrity and are inclusive • **Evolve** – We look for opportunities and embrace change, championing new ideas, and celebrating solutions.

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.

Financial Management	Managing budgets and expenditure, undertaking relevant checks and applying rules, regulation, process and procedures in dealing with financial matters
Workplace Health and Safety	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work.
Code of Conduct	All employees are responsible for adhering to Council's Code of Conduct and the policies and procedures that support it
Workplace Behaviour & EEO	All activities must comply with Council's Workplace Behaviour Guidelines.
Enterprise Content Management	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
Continuous Improvement	Identify obsolete and inefficient practices and recommend changes where appropriate
Customer Focus	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery
Procurement	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.