POSITION DESCRIPTION

Business Services
Chief Operating Officer Portfolio

Initiative Technical Lead

<table>
<thead>
<tr>
<th>POSITION NUMBER</th>
<th>0061768</th>
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<tr>
<td>PROFESSIONAL CLASSIFICATION</td>
<td>UoM 10</td>
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<tr>
<td>STANDARD/SALARY</td>
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<tr>
<td>SUPERANNUATION</td>
<td>Employer contribution of 10% or 17%</td>
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<tr>
<td>WORKING HOURS</td>
<td>Full Time (1 FTE)</td>
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<td>BASIS OF EMPLOYMENT</td>
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HOW TO APPLY
Go to http://about.unimelb.edu.au/careers, under Current staff or Prospective staff, select the relevant option (‘Current Opportunities’ or ‘Jobs available to current staff’) and search for the position by title or number.

CONTACT
FOR ENQUIRIES ONLY
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Please do not send your application to this contact

For information about working for the University of Melbourne, visit our website: about.unimelb.edu.au/careers
ACKNOWLEDGEMENT OF COUNTRY

The University of Melbourne would like to acknowledge and pay respect to the Traditional Owners of the lands upon which our campuses are situated, the Wurundjeri and Boon Wurrung peoples, the Yorta Yorta Nation, the Dja Dja Wurrung people. We acknowledge that the land on which we meet and learn was the place of age-old ceremonies, of celebration, initiation and renewal, and that the local Aboriginal peoples have had and continue to have a unique role in the life of these lands.

THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia’s premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University’s strategy, ‘Advancing Melbourne’, at https://about.unimelb.edu.au/strategy/advancing-melbourne

CHIEF OPERATING OFFICER PORTFOLIO

The Chief Operating Officer (COO) Portfolio enables quality outcomes for students, staff and partners by delivering University-wide services and operational support to meet the organisation's evolving needs and strategic goals. The portfolio also works in partnership with teams across the University to drive innovation, transformation and improved performance, within and across functions. It is responsible for functions relating to the University’s finances, property, technology, legal and risk management, student and academic support, research and innovation services, operational performance, business services and sustainability.

The COO Portfolio is comprised of seven sub-portfolios:

- Business Services
- Chief Finance Officer Group
- Legal and Risk
- Office of the COO
- Operational Performance Group
- Research, Innovation and Commercialisation
- Student and Scholarly Services
BUSINESS SERVICES
Business Services provides a full range of class leading information technology, facilities management, finance, HR and health and safety services to all operating entities of the University.

Enterprise Technology delivers efficient, sustainable, competitive, innovative, and safe campus facilities and information technology services.

The Digital Products Portfolio develops and delivers innovative digital capabilities for all the University's constituents. The Digital Products Portfolio works closely with other technology domains and portfolios (e.g., Research, Teaching and Learning, Enterprise) and key business areas to deliver solutions that lift engagement, simplify processes, and improve overall constituent experience across the University.

EQUAL OPPORTUNITY, DIVERSITY AND INCLUSION
The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion, and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the Advancing Melbourne strategy that addresses diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people’s age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence and reach the targets of Advancing Melbourne.
ABOUT THE ROLE

Position Purpose:
The University of Melbourne selected Salesforce as the platform to create ‘OneCRM’ to unify its Customer Relationship Management (CRM) and Digital capabilities across the entire organisation. OneCRM consolidated many CRM systems and streamlined processes, reduced administrative effort, and empowered our staff to focus on what is most important, serving our stakeholders.
The adoption of the Salesforce platform is fundamental to nurturing the various constituent journeys across the University. Extending the features and functions of OneCRM to meet stakeholder expectations continues to drive the operational and delivery objectives of the Digital Products portfolio.

The Initiative Technical Lead will play a key role providing design and thought leadership on the development and delivery to comply with the endorsed solutions for initiatives encompassing the OneCRM platform as an essential component. The solutions will encompass new or changed processes and technology, with both software and data subsets contributing to the technology portion. The role requires an enterprise view with responsibility to support the Solution Architect with the identification of integrations and dependencies between multiple systems and align with the establish governance and management frameworks, and contribute to ongoing process improvements. Consequently, exceptional communication and presentation skills are essential. You will understand and translate business requirements into holistic solutions. In terms of background and skill set, ideally you have come from an extensive software engineering background in large scale transformation programs and have transitioned to design, architectural, governance or leadership roles.

To be considered for this role you will have to demonstrate a track record as a Technical/Design Lead or Senior Technical Consultant working on a range of projects across enterprise platforms with heavy emphasis on maximising the use of technology as an enabler for businesses. You will work to define and resolve complex technology solutions for intricate business requirements that satisfy multiple stakeholder interests across the enterprise that provide key insights in the hands of decision makers.

Reporting line: Platform Architect
No. of direct reports: 0
No. of indirect reports: 1 to 5
Direct budget accountability: $0
Key Dimensions and Responsibilities:
Task level: Significant
Organisational knowledge: Significant
Judgement: Extensive
Operational context: University Wide

OH&S and compliance: All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at http://safety.unimelb.edu.au/topics/ responsibilities/. Staff must comply with all relevant requirements under the University’s risk management framework including legislation, statutes, regulations and policies.

Core Accountabilities:
- Working closely with product owners, solution architects, the platform architecture team and vendors to understand business requirements and the endorsed solution architecture and help translate these into technical requirements for the development teams.
- Designing, building, and configuring applications to meet business process and application requirements.
- Ensure alignment of Salesforce solution technical designs with a focus on delivery and innovation.
- Working with solution architects to ensure solution technical designs are in line with overall program solution architecture.
- Managing the documentation and communication of the Salesforce technical solution designs.
- Providing the most appropriate environments and designs to enable speed to value and business agility.
- Drive and document key Salesforce technical design decisions.
- Advise on the best use of the platform, discourage unnecessary customization and minimizes technical debt.
- Define and recommend most suitable integration patterns in alignment with the endorsed solution architecture and established organisational policies, guidelines, and managed packages ensuring business and technical alignment.
- Directing the development team in the design, development, coding, testing, and debugging of applications.
- Writing testable, scalable, and efficient code and leading code reviews.
- Review team members code and deployment steps to ensure security and quality standards are maintained.
- Mentoring team members and ensuring they adhere to determined software quality standards.
• Provide platform subject matter expertise as part of operational incident resolution.

**Selection Criteria:**

**Education/Qualifications**

1. 5+ years enterprise-level Salesforce Tech Design Lead/ Senior developer experience.
2. Technical Degree in Computer Science, engineering, or related field (desirable).

**Knowledge and skills:**

3. Demonstrate Business Services values by acting in the best interest of your employer; displaying service excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively, connecting with people and building relationships in your workplace.
4. Extensive experience as a senior developer with Salesforce Experience Cloud, building and designing of Lightning Web Components, APIs, Apex, triggers, Omnistudio.
5. Salesforce Industries, Sales, Service, Analytics, Experience Cloud experience.
6. Salesforce Marketing Cloud knowledge and experience.
7. Experience working across large organisations - higher education sector.
8. Experience in understanding and applying offerings from Salesforce Education Cloud.
10. Proven ability to form deliverable and practical solutions, guiding Salesforce developers.
11. Experience in an Agile/Scrum organisation working across multiple scrum teams.
13. Ability to work in small focused cross functional teams.
14. Excellent consultancy skills, including communication, facilitation, and presentation skills.
15. Broad understanding of current and emerging technology and possible business applications.
16. Demonstrated teamwork and leadership skills, including people management & leadership.
17. Maintains a positive attitude and continues to deliver consistent quality work in the face of challenging situations.
19. Ability to relate to both technical and non-technical stakeholders.

**Other job-related information:**

Occasional work out of ordinary hours and occasional travel interstate