POSITION DESCRIPTION

Position Title	End User Experience Solution Architect	Position No.	30005955
Team	Product & Content Technology	Classification	Technologist
Department	IT	Schedule Roster Cycle	Schedule A Non-Rostered
Location	Ultimo	Band / Level	Band 8
Reports to	Manager, End User Experience **50056719**	HR Endorsement	30/08/2018

Purpose

The End User Experience Solution Architect will be responsible for architecting and designing user-centric focused technology solutions in line with the strategic direction to enhance the user productivity and optimise the end user experience.

Key Accountabilities

1. Architect and design user-centric solutions and strategies to optimise the end user experience.
2. Provide complex technical expertise across;
   - Modern and mobile desktops and devices
   - Collaboration and UC services
   - End User Computing hardware
   - Identity Management
3. Work collaboratively with wider IT Service Streams when required to provide effective technical input and advice for projects, or prompt assistance when required to support issues.
4. Foster effective relationships with business stakeholders and deliver technology outcomes that provide business value.
5. Manage own workload to deliver agreed work priorities.
6. Actively promote the ABC values and apply all relevant workplace policies and guidelines.
7. Cooperate with any reasonable instruction, procedure or policy relating to safety and take reasonable care for your own safety and that of other people who may be affected by your conduct while at work. Additional WHS responsibilities apply to Managers and Supervisors, Team Directors, and other Officers.

Key Capabilities/Qualifications/Experience

1. Experience in delivering IT business solutions which would mean at least 8 years IT experience.
2. Substantial knowledge and experience with modern/mobile devices and respective fleet management tools in an enterprise sized environment, including;
   - Windows 10/Mac OSX
   - iOS/Android
   - SCCM
   - JAMF Casper
   - Microsoft Intune
3. Experience using Microsoft Office 365 collaboration tools including;
   - Exchange Online, Microsoft Teams, SharePoint online, Power Apps, Power BI, Flow and Stream
4. Solid understanding of identity management practices including;
   - Active Directory and Azure AD
   - Conditional Access
   - Microsoft MFA
5. Demonstrated technical leadership and strong problem-solving skills.

6. High level oral/written communication and negotiation skills, with an ability to explain technical issues to clients at all levels.

7. **ABC Principles:** Demonstrated commitment to the ABC Principles of We are ABC, Straight Talking, People Focused, Accountable and Open & Transparent.

8. **ABC Policies:** Understanding of the relevance and scope of ABC policies and the ABC Principles and a commitment to adhere to these; particularly in relation to complying with health, safety and wellbeing requirements in the workplace and acting in accordance with the ABC Principles.

9. **Diversity and Inclusion:** Ability to communicate effectively and build relationships with people from a range of diverse backgrounds.