

Position Description

Salesforce Platform Architect

Position No:	NEW
Division:	Information Services
Department:	Architecture and Strategy
Classification Level:	HEO10
Employment Type:	Full-time, Fixed term
Campus Location:	Melbourne (Bundoora)
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

Position Context/Purpose

This position is responsible for planning both functional and technical guidance and solution design relating to the development, ongoing maintenance and usage of major technology platforms for La Trobe University. The candidate will be responsible for the application design, development and support of LTU's Salesforce platform. The candidate must demonstrate progressive leadership in the full life cycle of the software development environment.

Through the use of diagrams, design documentation and best-practice methodologies, you will be help prepare the detailed design of platforms related projects from inception through production. You will be responsible for ensuring that the system accurately meets the defined expectations of the business unit, ensuring that proper testing is implemented and performance requirements are closely monitored by working with the development teams.

Duties at this level will include:

- Perform complex, significant, and high-level creative planning, program, and managerial functions with clear accountability for program performance. Comprehensive knowledge of related programs.
- Lead development of strategies and plans, which supports and takes forward University strategy.
- Be responsible for the achievement of significant organisational objectives and programs.
- Consider the views and interests of others, carry prime responsibility (that is, be the catalyst or driving force) for the development or significant amendment of policies or systems which will impact across the University.
- Review performance & services in the area of responsibility and compares it to best practice elsewhere, identifying areas of improvement in structure, practices, policies, and technology which may result in change that may also impact on other areas of the University's operations.
- Carry prime responsibility for the development or significant amendment of policies or systems which will impact across the University.
- Consider the views and interests of others, carry prime responsibility (that is, be the catalyst or driving force) for the development or significant amendment of policies or systems which will impact across the University.
- Develop and maintain key Enterprise Architecture artefacts for designated domains.
- For assigned projects ensure solution architecture aligns to the agreed Architecture standards, managing a register of technical debt where needed, with future resolution options.
- Provide thought leadership and consultancy to internal stakeholders, product owners, technology vendors and designers to ensure solutions meet goals of the La Trobe IS Digital Strategy.
- Conduct research into LTU's use of Salesforce products, producing findings with recommended steps and a roadmap for Salesforce solutions.
- Review solutions and recommending improvements.
- Groom and refine the Salesforce backlog, in liaison with stakeholders on the project and Salesforce SMEs.
- Develop the design of Salesforce and (optionally) other affiliated solutions for Sales, Service, and platform solutions.
- Supervise the configuration, quality assurance, testing, and deployment of Salesforce.
- Collaborative project and workstream planning.

Essential Criteria

Skills and knowledge required for the position:

- Demonstrated experience and expertise in the management of significant human and material resources, or postgraduate qualifications and extensive relevant experience, or experience and expertise in the provision of strategic policy advice affecting the direction of the University, or an equivalent alternate combination of relevant knowledge, training and/or experience.
- Demonstrated high level of theoretical and applied knowledge in professional area of expertise.
- Excellent interpersonal skills and demonstrated experience in liaising with staff at all levels of an organisation, negotiating effective outcomes, consultation, and facilitation of group discussions.
- Proven ability to deal with concepts, decisions and complex information or situations in an efficient and effective manner. Capable, agile, flexible, and patient with process, and the ideas of others.
- Proven record of developing innovative solutions and practical implementations for strategic change.
- Strong leadership skills including the ability to negotiate, motivate, influence, and build relationships.
- Ability to be responsible for architecture and strategy for the Salesforce Platform and implementation.
- Advanced knowledge, experience and practical application of architectural frameworks, principles, methodologies, models, and standards, such as TOGAF or Australian Government Architecture Reference Models, and expertise and experience in service-oriented architecture (SOA) principles.
- Proven substantial experience as an Architecture practitioner, with expertise in the alignment of business strategy, technical strategy, and information lifecycle management.
- Ability to demonstrate a fundamental understanding of the Salesforce platform and associated technologies and development tools.
- Ability to engage with project teams and stakeholders at different stages of projects: during design, implementation, go-live support and after go-live operational / development support.
- Experience developing innovative solutions and contributing to strategic planning.
- Prior experience in system development and support and demonstrable customer service skills.
- Ability to provide hands on development leadership to different levels of users.

Capabilities required to be successful in the position

- Ability to work collaboratively across functions, tailor communication in a way that is meaningful to the audience and contribute to a safe, inclusive, high-performing culture – consistently modelling accountability, connectedness, innovation, and care.
- Demonstrated creative, critical and systems thinking – generating ideas and recommending solutions to local and organisational problems.
- Ability to operationalise strategy, adapt quickly to disruption and actively contribute to a healthy team culture to successfully navigate change – implementing improvements to local and organisational practice.
- Ability to inspire and motivate others towards shared objectives, actively facilitate communication and two-way feedback across the University and create a safe, inclusive, high-performing team culture – consistently modelling and enabling accountability, connection, innovation, and care.

Essential Compliance Requirements

To hold this La Trobe University, position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working with Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.
- Qualified in an Enterprise Architecture Framework (TOGAF or equivalent) - Desirable
- Salesforce Certified or willing to trailblaze

Other Information

The position description is indicative of the initial expectation of the role and subject to changes to university goals and priorities, activities or focus of the job.

Position Flexibility

We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

Why La Trobe:

- Develop your career at an innovative, global university where you'll collaborate with community and industry to create impact.
- Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students, and academics.
- Help transform the lives of students, partners, and communities now and in the future.

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you'll join exceptional people, partners, and communities, who power our operations with ambition and purpose.

Our success can be attributed to its strong sense of community. We have a long-standing commitment to diversity, inclusion, and social justice; we are committed to providing a workplace where all staff feel valued, respected, and supported to achieve their full potential. We strive to build a workplace where all employees of diverse backgrounds, abilities, experiences, sexuality, gender, religion, and age are welcome, valued, respected and one that is representative of our community. We demonstrate our cultural qualities by holding ourselves accountable and creating a culture of trust and innovation while genuinely caring for one another.

La Trobe's Cultural Qualities:

WE ARE CONNECTED



We are **connected** to each other and the communities around us. We engage with those communities to learn from our past, inform our present and impact our future.

WE ARE INNOVATIVE



We are **innovative** in tackling the most important issues of our time. We are inquisitive and seek to develop new ideas that positively impact the way we work and the world around us.

WE ARE ACCOUNTABLE



We are **accountable** for what we do and share a commitment to excellence. We are courageous and respectful in the way we hold ourselves and each other to account.

WE CARE



We **care** about what we do and value the power of education and research. We care about each other and strive to create a safe and inclusive community.

For Human Resource Use Only

Initials: Date: