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POSITION DESCRIPTION

AEM Technical Lead – Digital Solutions

Position Level	Level 9
Faculty/Division	Finance and Operations
Position Number	ADMIN ONLY
Original document creation	June 2022

Position Summary

The AEM Technical Lead – Digital Solutions position is responsible for building, managing, and supporting core University websites on the Adobe suite (AEM in particular), Drupal and any other future technology. This team enables and facilitates the building of content, marketing, websites, analytics, UI/UX/CX, ownership and delivery of which will be distributed across UNSW university.

This role will demonstrate solution development best practice including using contemporary applications and development methodologies such as Agile software development. The Tech Lead will leverage the capabilities of software platforms and develop custom solutions for a wide variety of customers across UNSW. This role will work collaboratively with Developers to provide, support and guide tasks to deliver team objectives.

The AEM Tech Lead reports to the Head of Digital Solutions and has no direct reports. They will provide guidance and quality assurance to AEM developers and business stakeholders.

Accountabilities

Specific accountabilities for this role include:

- Design, build, implement and configure complex IT solutions on multiple solutions platforms in a specialised environment. This may include front and backend web application platforms, cloud-based infrastructure platforms (e.g., AWS, Google Cloud, Azure), server operating system admin, database operations, cloud microservices, network architecture, authentication, and cyber security.

- Manage and support the end-to-end delivery of solutions i.e. test complex solutions implemented on the platforms, work with Testing and Analysis colleagues to provide solutions to problems etc.
- Write and implement efficient code and thorough documentation, enforcing standards and practices with the digital platforms team in an Agile/Scrum/Test Driven Development. Drive the upskilling and guidance of Developers to analyse problems, assess solution options/approaches and document complex requirements of users.
- Convert customer needs and user stories into technical requirements, assess solution options and approaches and lead decision making on technology stack choices.
- Provide support and advice to stakeholders and provide end user training to ensure proper use of the solutions is provided.
- Support the delivery lead in making key decisions on how business requirements should be delivered considering best practice and technical debt implications.
- Conduct investigations and recommend resolutions during incidents and issue reporting scenarios.
- Identify, recommend, and implement process and policy improvements within the IT environment.
- Maintain up to date knowledge of industry trends to identify novel solutions and frameworks and share this knowledge and recommendations with the team to incorporate into digital solutions and platforms.
- Recommend and implement good practices and maintain CI/CD pipelines.
- Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](#) and the [UNSW Code of Conduct](#).
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

Skills and Experience

- Relevant tertiary qualification with subsequent relevant experience or equivalent competence gained through any combination of education, training, and experience.
- Extensive knowledge of the end-to-end content lifecycle, web content management, content publishing/deployment, and delivery processes
- Recommend and implement good practices and maintain CI/CD pipelines.
- Good knowledge of AEM applications using AEM Components and Templates, Workflows, Taxonomy, Metadata Management, Replication Strategies, Content Authoring, Versioning and Publishing Pages, Tagging, JCR/CRX Repository Concepts & Node, Properties, etc.
- Extensive experience implementing best practices in areas such as Accessibility, SEO, URL management, Security desired.
- Designs and builds components, templates, dialogs, and workflows using the AEM architecture (Sling, CRX, OSGI, JCR).
- Front-end skills (CSS, JavaScript, HTML) are required.
- Experience with Search, DXP Search (Funnelback), Adobe Cloud Manager, React desired.
- Proven ability to apply analytical skills and conceptual thinking to the analysis, design, and implementation of complex and specialised solutions, including applying new frameworks and technology.

- Demonstrated experience working with Agile delivery methodologies and working in an Agile environment (Scrum / Kanban) using a delivery management tool such as JIRA.
- Demonstrated success working effectively and collaboratively on initiatives with a range of people at different levels within an organisation.
- Developed time management skills, with a demonstrated ability to respond to changing priorities and take on competing deadlines by using judgement and initiative.
- Comprehensive analytical and problem-solving skills and proven capacity to exercise initiative, flexibility and to be proactive in development of robust solutions to problems.
- A professional and responsible attitude to the delivery of high-quality customer outcomes.
- An understanding of and commitment to UNSW's aims, objectives, and values in action, together with relevant policies and guidelines.
- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.