



# Position Description

## Lead Architect

Student Management Transformation Project

Division of Student Experience

**Classification** Level 10

**Special conditions** Nil

**Workplace agreement** [Charles Sturt University Enterprise Agreement](#)

**Date last reviewed** March 2025



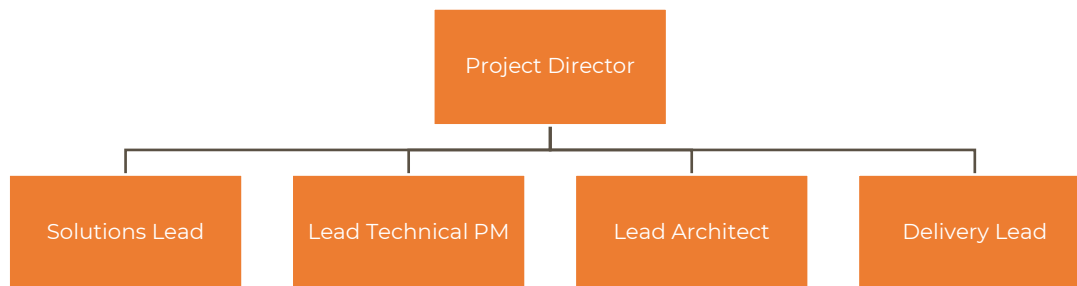
## Division of Student Experience

The Division of Student Experience provides strategic leadership and delivery of innovative non-academic services across the student lifecycle, easing administrative burden and creating engaging and motivating touchpoints for students and stakeholders. The Division works across the University to bring together student experience functions for a seamless and engaging student journey from initial enquiry to becoming a proud alum. Student Experience is the first point of contact for students, advocating for the student voice and ensuring our students are at the centre of our thinking and processes. The Division works closely with the Chief Operating Officer, Deputy Vice Chancellor (Academic) and leaders of divisions, faculties and schools to map, understand and improve the end-to-end student lifecycle and is critical to ensuring that Charles Sturt delivers on its commitment to be Australia's leading regional university.

## Student Management Transformation Project

The Division of Student Experience is embarking on a major business transformation by aligning and implementing a new student management system. This business-led approach will ensure that the student is at the centre of decision-making and that both students and staff benefit from radical process simplification and improvements. The Division is committed to ensuring core technology platforms and their users are connected for holistic and seamless student journeys, maximising interactions with platforms such as learning management and customer relationship management and empowering data-driven decision-making. The student management eco-system will create excellent and compliant student experiences that underpin student study journeys from application to completion, facilitating empathetic responsiveness and ease of transactions.

## Organisational chart



## Reporting relationship

### This position reports to:

- Project Director, Student Management System

### This position supervises:

- NIL, noting this may change as the project team expands



## Key working relationships

- Director, Student Management System
- Director, Student Management Business Transformation
- Solutions Lead
- Delivery Lead
- Lead Technical Project Manager
- Enterprise Architecture
- End-to-End Solution Architect (TechOne)
- Members of the SMT Project team
- Key business leads and SMEs
- Delivery and Technology partners
- Various other stakeholders as appropriate

## Position overview

The Lead Architect is a critical role supporting the successful delivery of the Student Management Transformation Project and the realisation of business transformation and tangible benefits resulting from the implementation of a new Student Management System (SMS).

This senior role will provide architectural and technical leadership across the breadth of the project ensuring solutions are aligned and integrated with the relevant functional and technical workstreams.

Working closely with a team of highly experienced business, technical and functional staff the Lead Architect will drive the design, development and delivery of solutions supporting the effective integration of the TechnologyOne SMS into a complex technical ecosystem.

This leadership role will oversee the high-level solution design ensuring alignment with architectural, development standards and business needs.

## Principal responsibilities

- Develop and maintain the overall architectural vision and strategy for the Student Management Transformation Project and communicate that vision effectively to stakeholders and teams.
- Lead the delivery of complex, technical architecture covering application, integration, web, identity, cloud and data, across multiple workstreams.
- Ensure solutions are aligned with the needs of the functional and technical workstreams, enterprise goals and enterprise level architecture
- Provide technical leadership and guidance to teams developing and delivering solutions to address complex technical issues.
- Ensure solution designs adhere to best practices and standards; align with business requirements, are fit for purpose whilst supporting project timelines and managing risk.
- Translate business needs into effective solutions while managing cost, risk, time and, where feasible, reducing technical debt.
- Drive the development of solutions using an agile approach that leverages lean delivery practices.
- Select appropriate technologies, frameworks and delivery approaches.
- Identify risks and develop appropriate mitigation strategies.



- Contribute to strategic decision making for the Student Management Transformation Project, focusing on aligning its operation with the student experience objectives of the university.
- Strategically engage with stakeholders, vendors and partners to ensure optimal project outcomes, fostering university-wide collaboration and support.
- Leadership and/or participation in committee and working groups, as required.
- Other duties as required.

## Required capabilities

This section comprises capabilities from the Charles Sturt [Capability Framework](#). Read the Framework for more detail regarding these capabilities.

Capability	Capability Definition	Level of influence
<b>Innovates</b>		
<b>Navigates Complexity</b>	Adjusts and responds effectively to new or unexpected situations, challenges, or opportunities whilst developing strategies to manage wellbeing in a challenging environment.	Influence others
<b>Creates Innovative Solutions</b>	Uses methodologies that open up creative thinking and transform ideas into actionable plans and strategies. Reflects on outcomes and drives ongoing improvement.	Influence others
<b>Optimises Digital Environment &amp; Data</b>	Builds own knowledge of new technologies, adopts appropriately and uses data to draw insightful conclusions.	Influence groups/systems
<b>Connects</b>		
<b>Communicates with Influence</b>	Listens to understand the position of others and leverages effective communication and negotiation skills in order to influence and navigate toward mutually beneficial outcomes.	Influence others
<b>Creates Alignment</b>	Aligns behaviours with values, recognises interconnectedness in the environment and takes effective action.	Influence others
<b>Achieves</b>		
<b>Drives Impact</b>	Collaboratively engages with peers and stakeholders in the community and industry. Places our people and students at the centre of design decisions.	Influence others

This section comprises of Enabler and Manages Effectively capabilities from the Charles Sturt [Capability Framework](#).

<b>Enablers</b>		
<b>Utilises Technology Effectively</b>	Builds capability in relevant technologies, complies with security obligations and addresses the ethics of technology use to minimise risk.	Influence self



## Physical capabilities

The incumbent may be required to perform the following.

- Work in other environments beyond your base campus, such as other campuses.
- On occasion drive a university vehicle distances up to 500km per day within the terms of the university's [Driver Safety Guidelines](#)
- Perform in an accurate and timely manner push/pull, reaching, grasping, fine manipulation tasks, including lifting items up to 10kg.



## Selection criteria

Applicants are expected to address the selection criteria when applying for this position.

### Essential

- A. Relevant degree, preferably at postgraduate level, with substantial relevant experience or an equivalent level of knowledge gained through any other combination of education, training and/or experience.
- B. Extensive experience in leading the design, development and delivery of complex enterprise, multi-system solutions utilising a diverse range of technologies and platforms.
- C. Proven problem solving and analytical skills to help solve challenging technical problems.
- D. Broad and multi-disciplinary IT background including experience in software engineering, identity access management and knowledge of architecture and development best practices and standards.
- E. Extensive experience with Student Management Systems within the University sector.
- F. Highly developed interpersonal skills, including the ability to communicate, negotiate, influence, and build relationships with a range of stakeholders.
- G. Demonstrated ability to facilitate complex technical conversations and workshops.

### Desirable

- H. Experience with TechnologyOne SMS.