



EnergyAustralia

Domain Architect

Role Reporting Information	
Role Title	Domain Architect
Position Number	FFT071
Role Reports Directly To	Domain Architect Leader
EnergyAustralia Group Executive Manager	Chief Information Officer
Date	18/04/2017

Role Family – Architect (Why the family exists and how it adds value to EnergyAustralia)
The Architecture role family define how technology assets meet the strategy including inter-relationships, processes, systems and infrastructure.

Purpose of Team /IT Division and Key Challenges (how the business team and IT Division add value to Energy Australia)
<p>The Customer Platforms Delivery function will provide business and technology domain expertise in across a number of technology Platforms and solutions that support and enable Retail and Customer-centric business activity. This team will - own the Customer Technology Platforms and be responsible for all selection of and change to these Platforms to ensure the Platforms and Solutions meet the Business strategy and requirements.</p> <p>The purpose of the Platform team is to have a depth of knowledge across all technologies required for the Retail business. The team is responsible for the Customer Domain architecture and the selection of and changes to the right solutions to meet the business need in accordance with appropriate architecture and standards.</p> <p>The Platform team will:</p> <ul style="list-style-type: none"> o Select, Design, Build/Configure technology platforms and solutions to reduce in product release times o reduce in the software development lifecycle o reduce duplication of resources and o improved data quality and management of change to the Customer Platforms <p>This team will look after the business as usual upgrades and all change to the Customer Platforms across Core Systems (CRM, Metering, Billing), Channels, Digital etc.</p> <p>This team will look after the business as usual upgrades and all change to the Customer Platforms across Core Systems (CRM, Metering, Billing), Channels, Digital etc.</p> <p>Key accountabilities for the team include:</p> <ol style="list-style-type: none"> 1. Vendor Management This team will need to leverage strategic vendors and partners to assist with the design and delivery of packages of work, as aligned to the business requirements and EnergyAustralia standards and policies. 2. Business Strategy Alignment The team will be accountable for design and build/configure, test and deployment of all changes to the Customer Platforms and solutions.



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3. Domain Expertise

- Establish and organise delivery capability around the Customer Platforms which includes but is not limited to the billing platform on Oracle, Third Party Uploads,
- Be specialists in the required domain and will bring a customer-centric/innovative approach to solution development

Key Challenges include:

- Executing an enterprise wide approach which is followed around IT design and delivery
- Managing a significant enhancement program in the billing platform Oracle C1 and Digital/Channels platforms
- Reducing the number of vendors providing services and improve their cost and performance
- Taking an end to end view of assets and ensure simplicity and efficiency
- Removing duplicate systems to ensure a single source of truth and simplified architecture
- Reducing customisations and in house development to leverage out of the box product functionality Introducing and encouraging innovation that focuses on:
 - adding direct value to the customer;
 - automating processes;
 - reducing duplication of effort, manual intervention and simplifying processes;
 - and providing insights from data

Purpose of Role

(single sentence statement of why the role exists and how it adds value to EnergyAustralia)

- The purpose of the role is to create high level solution models and solution architectures for assigned projects to deliver and meet the technical needs of the business. Provides input to the development of the enterprise IT architecture based on changes due to projects.
- Responsible that solution designs meet the Enterprise Architecture policies, standards and blueprints and validating the quality and standard of solutions developed by solution architects within the Customer domain.



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IT Competencies							
(Refer to the IT Competency Model for further detailed description of competencies)							
Core Family IT Competencies	Follow	Assist	Apply	Enable	Ensure, advise	Initiate, influence	Set strategy, inspire, mobilise
	1	2	3	4	5	6	7
Solution Architecture							
Emerging Technology Monitoring							
Innovation							
Stakeholder Relationship Management							
Role specific IT Competencies	Follow	Assist	Apply	Enable	Ensure, advise	Initiate, influence	Set strategy, inspire, mobilise
Information Management							
IT Governance							
Enterprise & Business Architecture Development							
Business Modelling							
Business Risk Management							
Information Security							
Technical Specialism							
Network Planning							



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Role Accountabilities

- Provides input to the Customer Platforms domain architecture, roadmap & deliverables for programs and projects including application, data, infrastructure, security & Business transition
- Develops the required technology architecture deliverables for programs and projects including application, data, infrastructure, and security domains
- Ensures a commercial focus on all solution work to ensure that the desired business outcomes are met
- Leverages the line of business architects to ensure that architecture deliverables are aligned to the overall enterprise technology strategies, blueprints, and roadmaps while also providing pragmatic, valuable solutions to business and customer needs
- When solution architecture issues are escalated, communicates with both external (e.g. solution vendors) and internal (e.g. business leaders) parties to identify the best solution that meets our business and customer needs. This includes negotiation with those external and internal stakeholders to drive the best outcome for EnergyAustralia.
- Builds strong, trusted relationships with business and IT stakeholders. This includes providing thought leadership to our businesses to form pragmatic ideas and initiatives that utilise current and emerging technologies

Our Values	Our Behaviours
Our Customers are Our Priority	We know our customers; what they need and value
	We consider the customer in every decision
	We get the detail right and give our customers what we promised
	We take the hassle out of customers' lives
	We treat customers as we would like to be treated ourselves
	We aim to make every customer an advocate of EnergyAustralia
Do the Right Thing	We do not compromise on safety
	We act with integrity and comply with the law
	We communicate openly and honestly, and listen to our stakeholders
	We weigh the impact of our decisions on returns, the environment and communities
	We treat others with fairness and respect
	We are accountable and take responsibility for our actions
Lead Change	We never stop looking for new ways to improve
	We innovate, turning opportunity into advantage



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	We go after change with enthusiasm and passion
	We recognise change is hard, and support our stakeholders through it
	We are genuine in seeking and giving feedback
	We drive high-performance by setting the right priorities



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Key Activities, deliverables and metrics (single sentence description of key activities of role and related detail on time, expectation, customer, end products and inputs)		
Key Activities and Deliverables		Metrics
Activity and deliverables 1	Own entire solution for a business problem; ensures solution is consistent with the architectural direction for the project and the organizations architectural landscape	Review artefacts architectural deliverables of the project
Activity and deliverables 2	Collaborate with IT staff, subject matter experts, business partners and clients to understand business processes/functions/capabilities; plan and design solutions; determine direction and technologies to be used;	Review of artefacts of solution & product roadmap
Activity and deliverables 3	Conduct development and analysis of alternative solutions; determine how solution fits in with the enterprise roadmaps and business plans; ensures the alignment of solutions with organizational strategies and needs and engages in risk assessment and mitigation. Assist with cost and resource estimates.	Review of artefacts of solution & product roadmap Review of estimates vs. actuals
Activity and deliverables 4	Contribute to direction of particular initiatives (assist in creating the charter, plan); initiatives generally require operating within a designated architectural domain (i.e. business, solution, information, etc.).	Review of Knowledge portal, governance documents and compliance report
Activity and deliverables 5	Provide guidance, assistance and communication on architectural designs, definitions and guidelines to operational or project teams.	Review of Knowledge portal, governance documents and compliance report

Process Accountabilities (which business processes is this role accountable for effectiveness of)	
	Meter to Cash business processes supporting and enabling Retail and Customer-centric business activity.



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Key Interactions (internal and external) that this role must form productive relationships with	Frequency and purpose of interaction
Customer Service CoE Leader	Daily – Take Direction / Inform / Advise Collaborate / Report
Program Leader	Daily – Advise / Collaborate / Inform
Commercial Lead	Weekly – Advise / Collaborate / Inform
Demand Lead	Weekly – Advise / Collaborate / Inform
Release Lead	Daily – Advise / Collaborate / Inform
Solution Architect	Weekly – Advise / Collaborate / Inform
Business Analyst	Daily / Weekly – Advise / Collaborate / Inform
Business Stakeholders	Weekly – Advise / Collaborate / Inform
IT Governance Team – Enterprise Architects	Weekly - Advise / Collaborate / Inform

Required Capabilities and Qualifications
Expertise in customer domains with broad knowledge of the other architecture domains
Knowledge of architecture frameworks and methods such as TOGAF. Ability to develop and maintain personal architectural knowledge, skills and abilities (including interpersonal, business, technical skills).
Knowledge of the organizations enterprise architecture standards and guidelines and overall architecture landscape
Ability to lead moderately complex initiatives and solutions including the ability to provide mentorship and general direction to less experienced architects and other staff.
Excellent interpersonal, presentation and communication skills (both verbal and written).

Desired Experience for Role
Significant experience of designing solutions that operates on the core technologies in use within EA Operations –examples: Oracle CC&B MDM, Cisco UCCE, CRM, and Drupal CMS.
Proven ability to deliver flexible, reliable, supportable, cost effective (packaged and bespoke) IT solutions
Demonstrable experience in IT Industry standards, services, design, architecture principles design, architecture views and viewpoint design, building block design, solutions modelling and systems behaviour

Role Dimensions	
Number of Direct and indirect Reports	N/A
Budget Revenue	N/A
Budget Opex	N/A
Budget Capex	N/A

Delegations of Authority	
Operating expenditure	N/A
Capital Expenditure	N/A
Other authorities	N/A



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NB: This is not a complete list of accountabilities and deliverables; you will be required to perform other tasks in line with your position, as directed by your manager from time to time.