



Infrastructure Solution Architect

Role Reporting Information	
Role Title	Infrastructure Solution Architect
Position Number	
Role Reports Directly To	Infrastructure Delivery and Support Leader
EnergyAustralia Group Executive Manager	Chief Information Officer
Date	23/07/2015

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

Purpose of Team /Business Unit and Key Challenges (how the business team and IT Division add value to Energy Australia)
<p>The purpose of the Infrastructure Delivery & Support team is to plan and manage the delivery of new and changed infrastructure; as well as to ensure stable delivery of IT services. The team manages the infrastructure operations and the associated vendor managed services to ensure continuity and availability according to the agreed service levels with the business.</p> <p>The key functions managed by this team include:</p> <ol style="list-style-type: none"> 1. Infrastructure Planning <ul style="list-style-type: none"> • Establish enterprise-wide IT infrastructure standards consistent with business needs • Establish and maintain operational principles • Define and execute the Infrastructure Strategy and Roadmap in line with the IT Strategy • Manage the design of infrastructure components in support of projects, Centres of Excellence and asset lifecycle activities • Ensure the design of all infrastructure components (including data and voice network, data centre, server and other infrastructure services) meets the defined architectural strategies, operational principles and is aligned with industry best practice 2. Infrastructure Delivery <ul style="list-style-type: none"> • Manage the implementation of IT infrastructure and operations required by Infrastructure projects and in support of Centres of Excellence • Ensure project implementations are consistent with operational principles • Manage both in-house and vendor managed services to ensure delivery of infrastructure solution that is cost-effective, of agreed quality standards and timely 3. Infrastructure Support <ul style="list-style-type: none"> • Ensure stable operation of IT services through service continuity, disaster recovery, capacity management, configuration and asset management, data protection and IT security <ul style="list-style-type: none"> • Ensure efficient and effective asset management of hardware and software



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throughout their lifecycle

- Provide security administration to ensure authorisation and access to systems and infrastructure is in accordance with the established organisational policy
- Accountable for management and verification of vendor performance and KPI /SLA achievement

4. Service Desk

Establish and maintain the service desk discipline ensuring effective and coordinated processes are in place in line with ITIL and COBIT

- Ensure efficient and effective resolution of all incidents and problems across the business in line with agreed service levels

Key Challenges include:

- Managing the asset lifecycle including delivering the agreed program of the sunset of duplicate systems
- Introducing a culture of performance-based management and continuous improvement with the vendors
- Introducing key vendor metrics to drive improved performance and costs as aligned with business' expectations
- Reducing the number of vendors providing services while maintaining competitive tension
- Minimising duplication of resources including people and systems to deliver value-for-money services
- Driving simplicity in a complex technical and multi-sourced environment

Purpose of Role

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

The purpose of the Infrastructure Solution Architect role is to provide technical architecture support to assist in the delivery of project artefacts to support the project delivery framework, ensuring the IT solutions are designed and implemented according to the business and technical requirements and aligned to the IT Strategy.

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IT Competencies							
(Refer to the IT Competency Model for further detailed description of competencies)							
IT Competencies	Follow	Assist	Apply	Enable	Ensure, advise	Initiate, influence	Set strategy, inspire, mobilise
	1	2	3	4	5	6	7
Emerging Technology Monitoring							
Innovation							
Solution Architecture							
Stakeholder Relationship Management							
Role Specific IT Competencies	Follow	Assist	Apply	Enable	Ensure, Advise	Initiate, Influence	Set Strategy, Inspire, Mobilise
	1	2	3	4	5	6	7
Business Modelling							
Business Risk Management							
Enterprise and Business Architecture Development							
IT Governance							
Technical Specialism							

Role Accountabilities

- Participate in project business and technical requirements specification gathering exercises including functional and non-functional
- Provide conceptual architecture to be used in guiding solution design
- Provide bill of materials requirements for projects that meet IT standards and policies
- Verifies implementation details as part of 'as built' documentation to guide production readiness, production operation and disaster recovery
- Communicates with and engages appropriate IT organisations to ensure strategic technology alignment and application solution alignment
- Adopt and communicate new concepts, ideas, techniques and best practices
- Work with Enterprise Architecture and Vendor Management to establish required infrastructures and frameworks
- Support proof of concepts as needed
- Confirms requirements traceability against 'as built' design and implementation

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Role Accountabilities

- Champion ARB approval of conceptual and solution architecture
- Support ICB approvals during implementation stages
- Validate architectural adherence throughout the design and deployment process
- Provides infrastructure architecture guidance to nominated projects and program's to ensure requirements are in alignment with business strategies and architecture roadmaps
- Ensure solutions developed are aligned to Energy Australia's IS Principles, leverage common solutions and services.

Standards and Regulatory Requirements

- Applies corporate, industry and professional standards in daily activities
- Inspects relevant areas for standards compliance
- Tests and verifies standards

Technical Consulting

- Contributes knowledge to systems development
- Develops preferred technical consultant relationship with the business
- Assesses the systemic implications of solutions across the organisation
- Develops a business case with the business to capture economic benefits
- Develops multiple disciplined approaches to address complex technical solutions
- Establishes measures to track the results of technical solutions with business

Technology Trends & Innovation

- Identifies areas where new technology could be applied
- Advocates technology advances
- Initiates and rewards appropriate technology innovations
- Coordinates technology innovations across the organisation
- Develops technology plans with business leads
- Stays on the forefront of new technology breakthroughs
- Knows what new technologies are available and recommends their use

Customer Relations / Management

- Relates data to customer needs
- Maintains an attitude of excellence
- Exhibits strong team behaviours
- Exhibits concern for customer financial issues
- Understands the needs and wants of the business

Knowledge Management

- Quickly identifies information sources to address client questions
- Develops relationships to key sources of intellectual capital
- Builds cross functional relationships with knowledge sources
- Sharing knowledge proactively
- Performs industry research (e.g. discussion, interviews, etc)
- Gathers and organizes industry information (e.g. from informal sources, books, reports, etc)
- Documents and shares best practices or unique solutions Ensures all knowledge bases are being tapped

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Role Accountabilities	
<p>Critical Thinking & Decision Making</p> <ul style="list-style-type: none"> Analyses and communicates root cause of problem Develops innovative, creative and effective solutions Conducts research in determining solution alternatives Makes decisions in a situations where policies and procedures are incomplete, missing or ambiguous Identifies and develops criteria to evaluate decisions Identifies when a decision should be referred to other individuals or functional areas Assesses effectiveness of prior decision and adjusts approach to decision-making 	
<p>Planning & Accountability</p> <ul style="list-style-type: none"> Relentlessly pursues the achievement of goals Measures and monitors workgroup performance Completes work within budget and on schedule Challenges the 'Status Quo' Holds all employees accountable for meeting project expectations 	
<p>Transformational Change</p> <ul style="list-style-type: none"> Accepts new roles and is flexible to changing demands Accepts change and responds appropriately Demonstrates an open-minded attitude Models change behaviours Embraces change 	
<p>Continuous Improvement</p> <ul style="list-style-type: none"> Performs interviews to derive detailed or preliminary data in support of an improvement study Works with process teams to incrementally refine and improve existing processes Works with small groups to perform analysis in support of larger studies Develops documentation and procedures to support the implementation of processes 	

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



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	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
	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

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	Business and IT Alignment and Governance	Provides infrastructure architecture guidance to nominated projects and programmes to ensure requirements are in alignment with business strategies and architecture
Activity and deliverables 2	Technology Trends & Innovation	Identifies areas where new technology could be applied
Activity and deliverables 3	Customer Relations / Management	Understands the needs and wants of the business
Activity and deliverables 4	Knowledge Management	Builds cross functional relationships with knowledge sources
Activity and deliverables 5	Critical Thinking & Decision Making	Develops innovative, creative and effective solutions
Activity and deliverables 6	Planning & Accountability	Completes work within budget and on schedule

Process Accountabilities (which business processes is this role accountable for effectiveness of)	
	Insert details of any key business processes this role is accountable for (note, not all roles will have process accountabilities) Example: <i>This role is accountable for the customer on boarding process</i>



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Key Interactions (internal and external) that this role must form productive relationships with	Frequency and Purpose of Interaction
Infrastructure Delivery and Support Leader	Daily – Advise / Inform / Take Direction
Infrastructure Delivery and Support Team Members	Daily – Advise / Collaborate / Inform
IT Strategy and Planning Team - Enterprise Architects	Weekly – Advise / Collaborate / Inform
Business Stakeholders	Weekly – Advise / Collaborate / Influence / Inform
Business Unit Liaison	Weekly – Advise / Collaborate / Influence / Inform
Vendor Relationships	Weekly – Collaborate / Direct / Influence

Required Capabilities and Qualifications
Tertiary qualifications (degree or higher) in Business Information Systems or Information Technology
Experience in enterprise infrastructure architectures (particularly Infrastructure, Virtualisation, and Security architectures) in a complex enterprise
Experience in leadership roles on major infrastructure projects
Experience in investment planning and/or business case development activities
Proven experience in stakeholder management and being able to work collaboratively with internal and external stakeholders
Proven results orientation
Proven experience in Virtualisation technologies
Proven experience in WinTel infrastructure solutions, VMWare and EMC Storage technologies
Experience working with stakeholders and IT suppliers
Demonstrated ability to communicate in an open and honest manner
Customer focused and results driven
Can do attitude
Excellent attention to detail
Highly self-motivated
Strong organisational skills
Strong written and verbal communications and conflict resolution skills

Desired Experience for Role
TOGAF 9 certification
Experience in the utilities industry (electricity and gas)
Ability to work autonomously with minimal direction
Demonstrated project coordination skills and ability to prioritise and handle multiple work assignments
Ability to document findings clearly and succinctly
Proficient with Microsoft technologies (Visio, PowerPoint, Excel and SharePoint)
Experience with Enterprise Architecture suites e.g. Orbus iServer
Hands on experience performing infrastructure support and/or delivery, or IT operations experience in a large corporate organisation



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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

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.

