

POSITION DESCRIPTION – **MANAGER**

Position Title	Data & Integration Manager	Department	Information Technology
Location	Sydney	Direct/Indirect Reports	5
Reports to	Head of Application Delivery	Date Revised	November 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 7	Job Evaluation No:	HRC0050799

■ Position Summary

The Data & Integration Manager role will sit within the Application Delivery team in IT and will own and be accountable for all development activity (design, implement and support) on the Boomi Integration Platform and across the Data technologies (Data Lake and Data Warehouse), as well as supporting the organisation in growing the data analytics capabilities. In addition to this, the data & Integration manager role will also manage and administer the Power BI tool and support the implementation of the data mastering capability.

■ Position Responsibilities

Key Responsibilities

- Accountable for all development activity across the Integration and Data platforms.
- Responsible for managing the team of Integration Developers, Data Engineers and Analysts.
- Work closely with stakeholders including the Business and IT teams to prioritise work and allocate technical resources.
- Manage the delivery of outcomes to the business.
- Identify, design, and implement data pipelines to assemble large, complex data sets that meet functional / non-functional business requirements.
- Assist in build the infrastructure required for optimal extraction, transformation, and loading of data from a wide variety of data sources using AWS 'big data' technologies.
- Identify and implement internal process improvements: automating manual processes, optimizing data delivery, re-designing infrastructure for greater scalability, security etc.
- Build data models (dimensional / data vaults) as per the business needs to help provide actionable business insights and other key business performance metrics.
- Create data tools for analytics and 'data science' team members that assist them in building machine-learning models.
- Administer and govern the use of Power BI toolset at Red Cross
- Work with data and analytics experts to strive for greater functionality in our data systems

■ Position Selection Criteria

Technical Competencies

- Experience applying information technology in a business environment
- Experience in management of IT teams
- Demonstrated experience in successful working relationships and delivery outcomes with 3rd party vendors

- Experience with cloud services and technologies
- Demonstrated knowledge of IT service management principles, SDLC and development methodology including Agile
- Experience with IT lifecycle and capacity planning
- Exceptional interpersonal skills, including teamwork, facilitation and negotiation
- Excellent analytical, planning and organisational skills
- Experience in working and managing a multi-vendor environment.
- Understanding and experience in implementing services in Azure and/or AWS
- Good project management and vendor management skills
- Good troubleshooting and analytical skills
- Good commercial acumen
- Able to motivate teams and build strong relationships across the business
- Experience in implementing master data management.
- Experience supporting and working with cross-functional teams in a dynamic environment

Qualifications/Licenses

We are looking for a candidate with 3+ years of experience in an IT management role. They should also have experience with the following software/tools:

- Experience with Integration PaaS solutions (Boomi is preferred).
- Experience with relational SQL and NoSQL databases, including MS SQL Server.
- Experience with data pipeline and workflow management tools:
- Experience with any visualization tool: Power BI is preferred.

Behavioural Capabilities

- **Personal effectiveness | Achieve results** | Demonstrated ability to coach and support teams to achieve the results committed to. Accepts responsibility for ensuring team goals are achieved. Ability to manage changing circumstances and potential challenges.
- **Personal effectiveness | Solving problems** | Demonstrated ability to use data, knowledge and experience to identify problems potentially impacting teams or programs and proactively develop and implement effective solutions.
- **Team effectiveness | Collaborating** | Proven track record as an approachable leader, supporting and building positive and constructive relationships within teams. Valuing diversity and supporting cultural differences within teams.
- **Team effectiveness | Managing performance** | Demonstrated capability to take ownership of work and use initiative to deliver results. Ability to set performance standards for teams and provide coaching and feedback to ensure standards are met

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct

- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters