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| Role Information  |  |
| **Role Title:** | Platform Tech Lead |
| **Function:** | Technology and Operations | **Area** | Insurance Technology  |
| **Pay Band:** | Fixed Salary 6 | **Employee Level**  | Team Member  |
| **Role Reports to (role title):** | Chapter Lead |
| **Ways of Working:**  | Suncorp supports flexibility in how, when and where work is conducted. All employees are encouraged to consider how flexibility could apply to their role (where business needs permit). |

Role Specification

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| **Objective of the Role** |
| In the Claims Platform, you will utilise your extensive Guidewire and DevOps experience by:* Support the projects they are overseeing to implement the architectural vision in line with the engineering and quality standards of the domain
* Mentor, coach and guide the engineering discipline within their teams focussing on engineering excellence and therefore help to make better engineers.
* Focus on the tools, processes, and practices of the engineering community in the Guidewire Chapter to minimise waste, improve quality and drive efficiency.
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| ***Being @ Suncorp Behaviours – All Team Members*** |
| * Understands role requirements, achieves quality and timely outcomes, and strives to do better
* Delivers on commitments, being genuine and direct and ensuring fair outcomes for all
* Works through challenges and raises risks to achieve results
* Listens to customers, speaking up on their behalf and takes action to deliver the right outcome
* Finds different ways to perform work and identify new solutions
* Adapts to change, willing to pivot around business needs and learns from experiences
* Assists others, shares knowledge and strengths, taking ownership of team goals
* Invites different views and experiences to create diverse perspectives
* Engages with the team, celebrating the success of others and ensuring the safety and wellbeing of all
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| ***Key Accountabilities***  |
| * Ensure the quality of technical solution design, estimation, and delivery in alignment with the domain architectural strategies and designs.
* Develop and ensure software engineering quality practices such as automated testing.
* Foster secure software development principles through practices like secure code reviews and threat modelling.
* Mentor engineers to improve engineering capability and embed strong agile practices.
* Promote continuous improvement of development practices, tools, and standards.
* Participate in pro-active risk mitigation activities, identifying and addressing risks before they become issues, scrutinising solutions before they reach production environments.
* Collaborate actively with other Technical Leads to ensure cooperation between teams avoiding duplication and identifying opportunities for reuse.
* Engage with the architecture discipline to contribute to and influence strategic planning
* Facilitate thorough system requirements analysis and development of effective technical design.
* Facilitate effective analysis and resolution of critical defects.
* Assist with investigations into solution options, liaise with technical experts and product owners and contribute to solution design and costing.
* Maintain relationships with stakeholders through on-going dialogue and collaboration.
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| **Key Stakeholder Relationships** |
| Internal Relationships* Other teams in Technology & Transformation
* Suncorp Business Units
* Product Owners
* Line Manager/Project Manager
* Tech Lead Community
* Architect Community
* Engineering Community

External Relationships* Software vendors
* Government Authorities
* Insurance Industry Bodies
* IT (Information Technology) Industry Bodies
* Corporate Partners
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| Person Specification |
| **Key Job Requirements** |
| ***Qualifications**** Tertiary qualifications in Software Engineering, Information Technology, or related discipline or equivalent industry experience.

***Experience (minimum type and level of experience required to perform the role)**** Minimum of 5 years’ experience in a similar role.
* Experience developing and supporting high availability production systems.
* Experience of coaching and mentoring engineers.
* Experience collaborating with project stakeholders at a leadership level
* Experience with Java, Node.js, Oracle RDBMS, Spring, Jira, Confluence, Source control systems and Continuous Delivery tools.
* Experience with Guidewire Insurance Suite desired.
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| **Key Capabilities/Technical Competencies (skills, knowledge, technical or specialist capabilities)** |
| **Technical Capabilities*** Strong analytical, design and consultative skills.
* Strong programming skills.
* Sound written and verbal communication skills.
* Sound customer service and communication skills.
* Proven skills with automated testing and Test-Driven Development or Behavioural Driven Development.
* Proven diagnostic and troubleshooting skills.
* Ability to work independently and within a team framework, and in varying customer environments.
* Strong time management, workload management and organisational skills.
* Ability to work with minimal direction and supervision.

**Additional Requirements** * Demonstrated experience with Agile development methodologies.
* Experience of working with geographically dispersed teams.
* Demonstrated ability to identify, capture & resolve complex issues.
* Experience in Cloud Technologies is favourable
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