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| Role Information  |  |
| **Role Title:** | Duck Creek Technical Architect |
| **Function:** | Technology & Operations | **Area** | Insurance Technology |
| **Pay Band:** | Fixed Salary 5 | **Location** | Melbourne |
| **Leader level:** | Team Member |
| **Role Reports to (role title):** | Chapter Lead |
| **Direct Reports (role titles):** | Nil |

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| Team Member Accountabilities |
| **To be achieved by all Team Members** |
| * Understands how to contribute to team, business and group priorities and drives priorities with a sense of purpose.
* Collaborates across and within teams and build strong relationships with customers to match the right solution to each customer’s needs – placing the customer at the heart of decisions.
* Knows and clarifies what’s expected, taking accountability to resolve problems, and set high personal standards to deliver timely results in a changing environment.
* Builds strong relationships, works effectively in diverse and flexible teams, takes ownership for learning and development, and takes action to enhance own and others’ safety and wellbeing.
* Keeps things simple while driving innovation, removing blockages and anticipates and adapts to changing market and business challenges.
* Manages the quality of own data input and proactively helps identify risks and issues.
* Role model the Suncorp Our Compass Behaviours and Code of Conduct.
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| Role Specification |
| **Objective of the Role** |
| The role of Duck Creek Technical is to work & guide with delivery squad/squads on implementing the solutions They will work with the technical lead to provide low level technical details for the changes that need to be made. Ensure that solutions meet standards for performance, security, quality & automation. |
| **Key Accountabilities** |
| * Work closely with stakeholders to create and review the TDDs for complex requirements.
* Proactively address technical issues and risks that could impact maintenance release schedules and/or financials.
* Mentor and train project team members and peers, both internal and partners to ensure development guidelines and best practices lead change by influencing and educating business, IT and sourcing partners.
* Collaborate with others to translate business requirements to technical requirements.
* Collaborate with Practice SMEs to create integrated solution offerings.
* Architect solutions centred on the intermediate layer using both async and parallel programming. Help Engineering when there are bottlenecks.
* Establish enterprise rules, standards, and practices while aligning application design with domain architecture.
* Analyse complex situations and to derive workable actions and ability to constructively challenge requirements and current state to increase overall value to the firm.
* Lead cross-functional, cross-organization initiatives that drive innovative solutions on Snowflake.
* Act as conduit between Business Team and delivery team to ensure program delivery is aligned with target state architecture and guiding principles.
* Deliver presentations to internal & external audiences.
* Mentor and lead other Architects and infuse best practices across a broader Data & AI community.
* Manage overall technical delivery/development of integration between DC and other internal/external systems.
* Work with the functional team and Suncorp to define application’s technical requirements.
* Collaborate with Enterprise Architects & Solution Architects when needed.
* Ensure change to our core DC policy platform meets DI Program objectives (North star and CAPDAN), and is performant, compliant, adheres to code standards, and is aligned to business and technology roadmaps and strategy.
* Enable delivery teams to succeed by providing expert advice and guidance to optimize solutions, ensure change does not unintentionally impact other brands/LOBs, and identify reuse/leverage opportunities which can accelerate change, avoiding potential rework or introducing unnecessary risk.
* Practice and Process improvements and governance of DC Policy Platform delivery.
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| **Key Stakeholder Relationships** |
| * Work collaboratively maintaining ongoing dialogue and relationships with Stakeholders as part of continued solution development and support.
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| Person Specification |
| **Key job requirements** |
| Qualifications (mandatory)* Bachelor’s degree required, or higher education level, or foreign equivalent, preferably in area with analytic emphasis.

Experience* Experience in 8.x Policy Active Delivery, and Billing modules best practices and DevOps and automated testing with related tooling.
* Experience and understanding of XML, XSLT.
* Duck Creek bootcamp trained & certified required.
* Knowledge of Personal, Injury & Commercial Insurance products would be valued highly.
* Experience/knowledge of software development life cycle for P&C insurance software.

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| **Key Capabilities/Technical Competencies** (skills, knowledge, technical or specialist capabilities) |
| * Strong understanding of P&C insurance E2E Policy & Billing lifecycles and other components.
* Must have experience with Integrations.
* Strong understanding of DC Anywhere APIs, anywhere APIs, ViewModel architecture, MVVM architecture.
* Strong understanding of downstream data and DC insights/clarity implementation.
* Experience in any of the tool like SOAPUI, Postman to connect the 3rd party end points and test connections with DC.
* Should have an experience in making configuration changes in Duck Creek.
* When designing solutions, should think ahead in context of future changes.
* Practice and Process improvements and governance of DC Policy Platform delivery
* When working with application architect & solution architects, informs them of critical development, testing and automaton considerations.
* Undertake or oversee change to (restricted) critical/complex core and specialist components of DCOD (e.g., user session mgt, RI, GL, Pricing)
* Good knowledge on the use of Author, Server, Express, Manuscripts, Transact, Rules and debugging tools (TSV Debugger, Trace monitor, Data Tester etc.) to identify and rectify complex system defects.
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