Customer Integration Architect

Position Description

Grade	6.2	**Position number**	
Employment type	Ongoing	**Status**	Full time
Division	Customer Engagement	**Direct / indirect reports**	0 / 0
Reports to	Business Development Manager (BDM)		
Date approved			

About CenITex

Our Vision	To deliver customer focussed ICT services, that support a modern, agile and productive public sector
Our Purpose	CenITex is a key supplier of shared ICT infrastructure providing services and support needed to ensure our customers stay operating and connected 24/7.
Our Values	Our values are the foundation of our culture and guide how we work together: RESPECT, COURAGE, ACCOUNTABILITY, COLLABORATION, INITIATIVE

Division Summary

The Customer Engagement team builds and manages relationships with Departments and Agencies in the Victorian Public to grow the impact of CenITex services across the Victorian Public Sector though providing reliable, easy to use contemporary technology which enables our customers to deliver the services the Victorian community needs and expects.

The Customer Engagement team builds a deep understanding of our customers and how government works and plans and develops the best value services to meet their needs. This team leads the rest of CenITex in the delivery of services to our customers.

Position Purpose

The Customer Integration Architect will support the Business Development Manager (BDM) with customer conversation and provide expert advice on design matters relating to new customer discussions. The role will lead architectural discussions with new / transitioning customers and be responsible for delivering new customer review target.

Key Accountabilities

- Support the Business Development Manager when engaging in technical discussions with customers.

- Provide expert advice to new customers in relation to the development of comprehensive architectural solutions.

- Engage and lead discussions with new customer architects and technical staff to build a comprehensive understanding of the customer environment.

- Engage relevant stakeholders and utilise expert knowledge to ensure the viability of solution designs which are provided to new customers.

- Build an understanding of new customer requirements and translate these into detailed designs in alignment with the enterprise architecture.

- Build and maintain a comprehensive understanding of new technologies in order to demonstrate business value to customers.

- Utilise commercial acumen to develop pricing and proposals for new customer.

- Understand industry standard, and ensure seamless experience for new customers.

- Execute detailed analysis and design for both internal and external project.

- Provide leadership and guidance based on expertise or technical knowledge across project and operational domains.

- Provide high level architectural decision making in the absence of operational policies or process, and implement policies for future use.

- Any other duties as reasonably directed by CenITex.

Key Selection Criteria

1. **Specialist Experience and Expertise**

   Sound knowledge of Project Management and Architectural frameworks, coupled with extensive experience designing infrastructure solutions in a complex technical environment.

2. **Stakeholder management and Influencing**

   Superior stakeholder management skills with the ability to credibly communicate, negotiate and obtain strategic outcomes at the most senior level. Highly polished presenter able to influence audiences.

3. **Research and Analytical Skills**

   Strong research and analytical skills with demonstrated experience in identifying, evaluating and perusing existing and emerging business opportunities.

4. **Strategic Planning**

   Strategic thinker and commercially astute, with track record in in developing customer focussed and commercially sound proposals for technology and business solutions, that advance strategic interests.

5. **Service Excellence**

   Dedication to customer service with demonstrated experience in identifying, leading and implementing initiatives that deliver improved customer experience.

Education and Qualifications

- Tertiary level qualifications in a relevant discipline and/or equivalent experience.

- Desirable: Technical Architecture Certification (e.g. TOGAF).

- Desirable: ITIL V3 Foundation Certified.

- Desirable: Prince2 Foundations Certified.

Skills & Competencies

- **Change Management -** Maintains and controls their work group so that it continues to perform over time in changing circumstances

- **Coaching -** Guides and helps others to develop the behaviours critical to the organisation's current and future success

- **Customer Focus -** Provides an end to end customer experience and meets the customer's expectations and needs

- **Innovative Decision-Making -** Makes effective decisions and innovations which make a step change in the performance of their work group.

- **Initiative -** Remains proactive and takes prompt action to accomplish goals

- **Operational Awareness -** Is attentive to the opportunities and threats to the organisation

- **Performance Management -** Ensures the appropriate performance of all direct reports over time

- **Planning and Organising -** Plans own and team's schedules and resources so that their work is completed by the required time.

- **Relationship Building -** Works with suppliers and staff outside their team to create relationships which achieve mutual goals and objectives

- **Results Orientation -** Continuously works towards the goal with high levels of effort to achieve it

- **Self-Development** - Understands own strengths and development areas, and takes action to continually improve behaviour in the work place over the long term

- **Team Work -** Relates with others in their team to achieve the work group's goals over time

Other Relevant Information

- This position description is an overview of the role; changes to the position should be expected reflecting changes in organisational goals and objectives, activities or job focus.

- Staff members must comply with policies, procedures, delegations, legislation and other obligations relevant to CenITex.

- In the area of OHS, all staff members are responsible for following reasonable instruction, cooperating with their employer, and at all times taking reasonable care for own health and safety and the health and safety of other people who may be affected by your conduct in the workplace.