Business Applications Architect

This role is a key project and architecture role within the Technology Services Team. The team is predominately focussed on delivering support services to the College community. However, this position is particularly responsible for architecting and implementing the Business Application and Business Intelligence solutions to issues or requests articulated by the Director of Technology Services and other key stakeholders within the College.

The Business Applications Architect will predominately provide project delivery, planning and architecture services to further advance the College’s technology strategy. The Business Applications Architect will also manage the day-to-day workload of the Application Developer in relation to Business Application and Business Intelligence solutions and projects.

In addition to the architecture, project delivery and planning expectations of this role, the appointee will also be expected to be the final escalation point for all operational matters pertaining to the College’s Application and Business Intelligence Technology Services.

This role reports directly to the Director of Technology Services and works closely with the Application Developer, Application and Database Administrator and the IT Infrastructure Architect. The Business Applications Architect is the most senior in the Application and Business Intelligence section of the team and is as such expected to provide mentoring and assistance to Junior technology staff with the view to further increase the support capabilities of the Technology Services Team.

About Us
Brisbane Boys’ College is an established GPS day and boarding school. The school was founded in 1902 by Mr Arthur Rudd, who had a vision of moulding boys to be worthy leaders and good citizens – a vision which remains today. The College occupies a 13 hectare site four kilometres from the centre of Brisbane and has a current enrolment of around 1500 boys from Prep to Year 12.

Our Guiding Philosophy
Recognising that knowledge-based learning is no longer enough, Brisbane Boys’ College focuses on teaching children how to think. Not only to solve problems, but to recognise them in the first place. To question the status quo and solve problems to make the world a better place, not just when they leave school, but now at BBC. We call this ‘A New School of Thought’.

Our Purpose
To produce men who have the confidence and capability to change the world.
POSITION DESCRIPTION
Key Responsibilities

As part of the standard workload of the Business Applications Architect, the appointee will be expected to perform the following functions:

- First and foremost, be a leader within the team and work collaboratively with similarly experienced roles (Application Developer and IT Infrastructure Architect).
- Being a senior role within the team it is expected that the appointee will exhibit exemplary positive behaviours and exceptional work ethic, so as to model expectations to Junior Staff.
- Lead in the design, installation, configuration, management and maintenance of all components of the College’s Business Application, Intelligence and Reporting requirements. This includes, but is not limited to:
  - The College’s Academic reporting requirements, as defined by the Director of Information, Technology and Strategy and the Head of Academic Performance and Innovation.
  - The School Management System (TASS.web).
  - The Central Learning, Resource Management and Communication System (Schoolbox).
  - All associated integrations with these products.
  - All internally developed applications (Registers, OP Analyzer, Fee Calculator, etc).
  - All Database repositories.
  - Application related components of the Office 365 Suite – in collaboration with the IT Infrastructure Architect (Sharepoint Online, Class OneNote, Teams).
- A critical component of the Business Application Architect’s role is to actively seek opportunities to enhance the experience our users have with our core services. This is with the view to increase adoption of these services and promote a uniformity of approach. This will involve continual surveying of the user base and petitioning of the service providers to develop new experiences within the interface, or the introduction of changes on our behalf which will impact internal business processes.
- Resolve escalated issues on advice of the Infrastructure/Service Desk Administrator OR the Director that could affect the operational delivery of key Application and Business Intelligence services.
- Be responsible for the performance of the Applications Developer. Currently this includes:
  - Manage priorities, workload delegation and project milestones in line with directives from the Director of Technology Services and other key project stakeholders.
  - Provide regular feedback to the Director in relation to current project status, timelines and workloads.
  - Provide direction to the Application Developer and work collaboratively when required.
- Oversee the regular production and presentation of reports, by the Applications and Database Administrator, detailing the health of key Application and Business Intelligence services.
- Constantly identify opportunities to streamline processes or introduce business efficiencies. Once receiving agreement from the Director, architect solutions to achieve the desired efficiencies.
- Consult, at the instruction of the Director, with Key College Stakeholders and Executive Managers to understand their requirements, scope delivery of projects and ensure positive overall business outcomes from project delivery.
- Be responsible for ensuring that project handover to operations is complete with instructional documentation, end user guides and the end to end solution is presented to operational staff in an effective informational handover meeting.
- Assist the Director of Technology Services by ensuring that support staff deliver services in line with due process, specifically in relation to Application and Business Intelligence processes and services (this includes business processes).
• Prepare and deliver basic training to the end users of core infrastructure resources as scheduled, including the creation of end user documentation and technical documentation when instructed or required.
• Participate as a collaborative member of the Technology team to ensure that high quality client focused services are provided. This includes supporting induction and skill development of new staff to the team and wider College community.
• Be a significant contributor to the Information Systems and Business Applications planning processes of the College through appropriate committees, meetings and forums.
• Be available to participate in scheduled “outside of normal hours work” as required for project and operational purposes.
• Be accountable for complying with health and safety policies, procedures, hazard reporting and safe work practices, particularly in relation to information systems design and implementation.
• Support the College’s traditions and Christian ethos.
• Perform other tasks as directed by the Director of Technology Services.

Core Skills

• A demonstrated capability to design and deliver IT services with a strong emphasis on the customer experience and ensuring a high level of satisfaction.
• Knowledge and experience in the design, implementation and support of enterprise class application and information services, in a medium to large scale environment.
• Demonstrated capability to work collaboratively with other support disciplines to deliver exceptional and integrated solutions that advance the College’s technical and operational capabilities.
• Leadership capability, proven ability to positively motivate co-workers and align them with the desired culture of the organization and team.
• Exceptional analytical skills to undertake trouble-shooting and problem resolution to meet the business needs of the College and achieve excellence in customer service.
• A demonstrated capability to interpret technical information and communicate this effectively to management, other IT professionals and clients in a diverse organisation.
• Demonstrated experience in application development and support, and database management in a medium sized enterprise using a variety of programming languages such as SQL, Javascript, VB, C#, .NET, HTML, XML, PowerShell, mobile app platforms such as IOS, and a working familiarity of web development environments such as ColdFusion and SharePoint
• Demonstrated experience in identifying and analysing client requirements, and developing appropriate solutions to meet the business needs of clients
• Demonstrated experience in the implementation of each phase of the systems development lifecycle in accordance with appropriate quality standards
• Capability to write clear and concise documentation, reports, procedures and guidelines relating to new and existing information systems and applications for the College.
• A capability to work as a change leader, working with the Director of Technology Services in their responsibility as “Change Manager” within the ITIL framework. The Change Leader is responsible for peer reviewing proposed changes and signing off on the technical requirements of all application and database related changes.
• A strong desire and ability to keep abreast of the latest technological trends and undertake training in new technologies as required.
• Capability to co-ordinate service provisions from 3rd party vendors and support agents.
SELECTION CRITERIA

Essential

1. A proven focus on customer service and a commitment to ensuring high levels of client satisfaction in the provisioning of technology services.

2. Significant experience in higher level project resource requirements:
   a. Consulting with business leaders,
   b. Architecting infrastructure solutions,
   c. Presenting proposals for governance approval,
   d. Delivering project technical outcomes, and
   e. Handing projects over to support frameworks.

3. A proven desire to be a collaborative, friendly member of a wider team.

4. Proven capability to manage support escalations and service requests with 3rd party vendors.

5. Significant experience and/or certification in working with the programming, script languages and other technical and professional concepts aforementioned in the "Core Skills" section of this Position Description.

6. Willingness to support the College’s traditions and Christian ethos.

7. Willingness and ability to obtain (if not already held) a Blue Card for working with children.

Desirable

1. Experience in working in a diverse education environment.

2. Formal tertiary qualifications in areas of relevance to the provisioning of IT services

3. Certification or experience working in an ITIL Environment.

4. Certification or experience working in a projects based methodology (Agile, PRINCE2, etc).

APPLICATION PROCESS

Applications, including Curriculum Vitae, a statement addressing the selection criteria, and the names and contact details of three recent referees, should be sent via email to:

Ms Kirsten Ferguson
Human Resources Manager
Brisbane Boys’ College
Email: kferguson@bbc.qld.edu.au

Closing Date
Applications close at 5pm Friday 16 November 2018.