POSITION DESCRIPTION

Integrity Systems
red meat customer assurance

Position Title	Senior Technical Lead
Location	North Sydney
Position Type	Full Time (ongoing)
Business Unit	Integrity Systems Company
Reports To	Manager, Solution Delivery
No. of Direct Reports	Technical Leads and Developers
Date:	September 2024

About Integrity Systems Company

The Integrity Systems Company (ISC) develops, delivers, and administers meat and livestock integrity programs, including the development and delivery of digital platforms to service the Australian meat and livestock industry. ISC is also responsible for the integration, expansion and enhancement of the meat and livestock integrity programs to improve the quality, efficiency, and performance of these programs for the benefit of the industry. ISC is a fully owned subsidiary of Meat and Livestock Australia (MLA).

ISC's technology platform comprises of multiple digital products and services used by over 200,000 Australian red meat producers, multiple agtech software integrators and all state and federal governments. The technology employed stretches both ends of the spectrum, from old legacy code through to modern AWS cloud centric infrastructure, Data Lakes, APIs and Microservices, following UI/UX focused design. This results in a complex mix of systems, data, and process architectures. The drive at all levels within ISC is focused heavily on continuous improvement, efficiency, modernisation, security, and performance of its technology platforms.

Position Purpose

The purpose of this role is to bring strong experienced technical leadership to ISC's applications development team, encompassing the technology portfolio under management and its connection to the wider business.

The Senior Technical Lead will be responsible for leading a team of technical leads and software developers, ensuring the successful delivery of high-quality software solutions, and driving technical excellence ISC's internal and customer facing applications and digital platforms across Cloud, Web, Mobile, API. This role requires a blend of advanced technical expertise, strong leadership, and exceptional problem-solving abilities.

The Senior Technical Lead will be responsible for leading a team of technical leads and software developers to deliver to a high-quality and within specified budgets and time frames; with a strong focus on continual improvement of team capability, processes, and practices across projects and business as usual (BAU).

This position will work under the guidance and direction of the Manager, Solution Delivery, to implement the agreed business and technology strategies, scheduled projects, and platform initiatives.

Key Accountabilities

- **Technical Leadership:**
  - Lead and mentor a team of technical leads and software developers providing technical guidance and support to foster professional growth
  - Own the technical support and delivery of the solutions and ensure they align with the ISC's overall standards and direction.
  - Establish and enforce coding standards, best practices, and technical guidelines to maintain code quality and ensure consistency.
  - Collaborate closely with stakeholders to understand requirements and translate them into technical solutions leveraging AWS capabilities.
  - Ensures the smooth running of the delivery team, focusing on quality and delivery excellence by adopting and implementing best practices, including delivery using Agile and improved efficiencies using DevOps
  - Maintain support resource scheduling and team capacity planning across all product lines.
  - Work on various initiatives involving system implementations, improvements, processes optimization, and enhancing the performance of existing software.

- **Technical Expertise:**
  - Champion the adoption of emerging technologies, frameworks, and industry trends to keep the team ahead of the curve.
  - In collaboration with the Solution Architect, provide expertise in technical decision-making, including the choice of systems architecture, development languages and tools, and processes.
  - Drive the Design and implement scalable, maintainable, and efficient software architectures and solutions.
  - Review and guide the resolution of application and technical issues that arise, ensuring minimal disruption to services and maintaining high levels of performance and security.
  - Conduct thorough code reviews, providing constructive feedback and ensuring adherence to coding standards
  - Comply with MLA's policies and procedures in workplace health and safety as applicable to self, other Workers and all activities within area of responsibility and control.

  - **Cloud Technologies and Solution Design**:
    - Design a solution leveraging AWS cloud services, ensuring alignment with business requirements and scalability.
    - Implement and optimize cloud architecture patterns, including serverless computing, microservices, and event-driven architectures.
    - Ensure solutions are designed for high availability, fault tolerance, and security in AWS cloud environments

  - **Application and Coding Security:**
    - Implement and enforce secure coding practices to protect applications from vulnerabilities and threats.
    - Conduct regular security reviews, code reviews through CI/CD pipelines
    - Review penetration testing outcomes to identify and mitigate security risks
    - Stay updated on the latest security threats, vulnerabilities, and mitigation techniques to safeguard applications and data

  - **API and Integration Platforms**:
    - Lead the design, develop, and maintain APIs and integration platforms to ensure seamless connectivity between different systems and applications.
    - Implement best practices for API design, versioning, and security.
    - Ensure APIs and integration solutions are scalable, reliable, and maintainable.

- Collaborate with external partners and third-party vendors to integrate external APIs and services.
- Monitor and optimize the performance of APIs and integration platforms, addressing any issues or bottlenecks.

- **Technical Delivery:**
  - Lead the technical delivery of applications, ensuring alignment with the goals, timelines, and quality standards.
  - Coordinate with cross-functional teams to ensure all technical deliverables are met.
  - Drive the implementation of technical solutions, ensuring they meet functional and non-functional requirements.
  - Monitor the technical progress of projects, resolving any technical issues that arise during development and deployment.
  - Responsible for ensuring handover of any delivered solution to the relevant BAU function, be it within your team or the wider Technology team

- **Application Support:**
  - Oversee the application support process, ensuring timely resolution of issues and maintaining high levels of application performance and availability.
  - Develop and implement support strategies, including incident management, problem management, and root cause analysis.
  - Collaborate with support teams to ensure comprehensive documentation and knowledge transfer for supported applications.
  - Monitor application performance and usage, proactively identifying and addressing potential issues before they impact users.
  - Ensure that support processes are aligned with industry best practices and compliance requirements, applications meet business and customer expectation through agreed SLA's

- **Team Management:**
  - Manage and lead a team of software developers, providing direction, guidance, and mentorship.
  - Foster a collaborative and innovative team environment, promoting open communication and knowledge sharing.
  - Define team goals and objectives, aligning them with company and project objectives.
  - Monitor team performance, capacity, productivity, and engagement.
  - Facilitate professional development opportunities for team members, including training, coaching, and knowledge sharing.

- **Collaboration and Communication:**
  - Collaborate effectively with cross-functional teams, including Solution Architect, QA, BAs, Product Owners, DevOps, Digital & UI/UX, and Product Management, to ensure alignment and successful project delivery.
  - Communicate complex technical concepts and solutions effectively to non-technical stakeholders and clients.
  - Represent the development team in meetings, providing updates on project progress and addressing any technical concerns

- **Management Reporting and Status Updates:**
  - Provide regular status updates and develop reports to management on technical delivery progress, team capacity/performance, and key milestones.
  - Communicate delivery risks, issues, and changes effectively to stakeholders, ensuring transparency and alignment.
  - Ensure timely and accurate reporting of technical delivery status, aligning with the ISC's reporting standards and practices
  - Ensure activities comply with all legal, corporate and ethical standards and all ISC policies and procedures.

- **Contractors and Resourcing Developers:**
  - Lead the recruitment process, including interviewing candidates and assessing their technical skills and cultural fit.
  - Collaborate with HR and hiring managers to define job requirements and create effective job postings.
  - Identify and secure the necessary resources to meet demands, including hiring, onboarding, and training new developers.
  - Manage the allocation of developers to BAU and Projects, ensuring the best use of team members' skills and expertise
- **Quality Assurance:**
  - Ensure the delivery of high-quality software solutions that meet or exceed client expectations.
  - Implement and maintain automated testing frameworks, continuous integration/continuous deployment (CI/CD) pipelines, and other quality assurance processes.
  - Identify and address technical debt, ensuring the maintainability and scalability of codebases
  - Establish and enforce rigorous testing protocols to ensure the reliability and performance of software solutions

Major Challenges and Complexities
- Key to the success of this role will be to develop a detailed end to end understanding of the business, its products & services, and the systems that drive it.   - Embedding a major new way of working within the ISC Technology Team as part of a wider organisational change programme. Ensuring you take the team along the journey and own the outcome.   - The success of this role will come from your ability to work across ISC's technology and business functions, building strong working relationships with peers across the business and working collaboratively, to understand the challenges and capabilities within each domain, including in an environment where significant knowledge and capability is vested across many areas of the business as well as in third parties   - Specific collaboration with Architects, Business Analysts, Product Managers, Product Owners and Digital/UX leadership across multiple teams will be required to ensure a successful delivery of all outcomes.   - Balancing project responsibilities with the needs of BAU or urgent business needs impacting or taking priority over projects and resources.

Key Relationships	
Internal	ISC Senior Leadership Group Digital Team Product Managers & Product Owners Technology Team members Operations, Customer, Communications & Adoption Teams Collaboration across MLA IT and other business units
External	Vendors engaged to build or support ISC products and systems Contractors providing services to ISC Commercial software developers and providers integrating with ISC platforms Consumers of ISC products and services

Other (i.e. travel required, on call)
There will be occasions when, due to the nature of some project work, you will be required to perform your duties outside of the core working hours (e.g. during scheduled outages, unscheduled critical incidents and project go-live activities).

Essential Qualifications / Skills / Experience / Competencies

Qualifications

- Formal qualifications in Information Technology
- Accredited certification in any: Agile, Scrum, SLDC, DevOps, AWS/Cloud, or other relevant knowledge areas.

Experience

- 12+ years of experience in software design and development, with solid recent experience in a similar role, leading a team of permanent, contractor and vendor staff.
- 3+ years of people management experience leading full-stack engineering teams building services, APIs, Mobile and web applications.
- Strong understanding of software architecture, design patterns, and best practices
- Experience with all levels of modern applications development and delivery methodologies, related processes and procedures, and team structures.
- Ability to work well in ambiguity and a highly entrepreneurial environment, consistently delivering exceptional results.
- Working Experience with Design and implement cloud-native applications using AWS services such as S3, Lambda, RDS, DynamoDB, SQS, SNS
- Working Experience with programming languages, such as. netCore, C#, React JS, NodeJS, Go, Typescript or similar.
- Knowledge of microservices architecture, containerization (e.g., Docker, Kubernetes), and orchestration.
- Knowledge with DevOps practices and tools, such as Bitbucket, AWS DEVOPS Tools, Circle CI, NewRelic, or similar.
- Experience with Agile/Scrum methodologies and project management tools.
- Consulting experience desirable.

Skills

- Excellent communication skills and ability to explain and present complex information and influence senior business and IT executives on technology decisions.
- String understanding of Atlassian tools (Confluence/Jira) as well as ITIL tools and frameworks.
- Committed to personal development with a professional attitude and client-service orientation.
- Ability to establish yourself as a trusted and indispensable adviser.
- Ability to work collaboratively and effectively in a cross functional team, with people at all levels of the organisation.
- Delivering outcomes to a high standard and within set targets (i.e. resource, time & budget).
- Ability to work efficiently and manage multiple concurrent projects, BAU priorities and disruptions. that may arise from production support issues.
- Effective leadership, coordination, and negotiation skills.
- Strong initiative, drive and a pro-active approach.
- Demonstrated ability to self-start and work without supervision.
- Capable of controlling and managing risks, dependencies and changes in scope associated with complex IT projects and initiatives.
- Ability to work effectively at all levels, from technical teams, BAs, product owners, senior management, accounts staff and external customers or stakeholders.