Position Description

Position title	Solution Architect
• **DFriday 16th 12.30-5pm** • **Friday 23rd 11am - 5pm** epartment / Division	ICT/Corporate & Finance
Classification	(Grade range) Grade 8 year 5 (AO85) (Classification range) Grade 8 Year 1 – Grade 8 Year 5 (AO81 – AO85)
Position reports to	Director, Enterprise Planning
No. of direct & indirect reports	N/A
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

The Royal Children's Hospital
The Royal Children's Hospital's (RCH) vision is *a world where all kids thrive.*   RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.   RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria. Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of $850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.   We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards https://www.rch.org.au/quality/child-safety/.   RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.   Further information on RCH is available at www.rch.org.au

ROLE CONTEXT
The purpose of the Solution Architect role is to ensure RCH ICT has a structured plan to develop and implement current, transition and future ICT architecture for RCH, including the high-level steps to continually transition from

current to future architecture. The role of a Solution Architect is multifaceted and crucial for aligning technology projects with the hospital's business goals.

ROLE PURPOSE

This role provides technology leadership to develop, refine and effectively communicate the technology architecture that underpins the application portfolio, including new systems implementations, and utilising existing technology platforms, systems and processes for new purposes.

This role will collaborate with various functions within the Digital portfolio to define and implement the RCH Digital Strategy. It will develop and execute a technology plan and roadmap that aligns with the RCH's Digital Strategy, driving technology-dependent transformation projects and guiding the business towards innovative solutions.

KEY ACCOUNTABILITIES

Leadership

- Provide leadership and subject matter expertise on Technology direction and strategy, with a specific focus on digital strategy
- Develop detailed technical solutions to meet specific business requirements and create blueprints that encompass software, hardware, and networks, ensuring these solutions align with RCH's Digital Strategy and technology standards
- Participate as a key contributor in the development of the Digital strategy with the introduction of new solutions
- Build and maintain the strategic roadmaps for all the solutions across the hospital
- Participates and/or recommend the development of ICT policies and recommend standards and guidelines to ensure that a consistent framework is applied across technology solutions
- Lead/facilitate the research, evaluation and selection of hardware and software technology aligning product standards
- Prepare and/or contribute to business cases for major IT solution elements, examining options and recommending solutions considering infrastructure, licenses and support structures
- Continuously seek ways to leverage new technologies to improve hospital operations and patient care. This includes exploring AI, machine learning, and other advanced technologies to enhance healthcare delivery

Engagement

- Partner with business and technology subject-matter experts to capture and translate business requirements and provide advice and guidance into technology solutions, leveraging existing investments
- Support the Technology Review Board to ensure appropriate governance and compliance with technology solutions
- Partner with business stakeholders to help shape and understand business strategies and recommend improvements to ICT services and systems to meet business needs.

Quality

- Create an environment of continuous improvement and development.

- Enhance collaborative practices with other internal and external services, including key stakeholders from other professional disciplines.
- Demonstrated experience in supporting effective data protection and cyber security practices and configurations.

Teamwork
- Work with technical teams ensuring high levels of professionalism, operational efficiencies, operational excellence, continuous improvement, customer engagement and satisfaction
- Ensure that the technical aspects of projects adhere to business objectives and non-functional requirements like scalability, security, and performance benchmarks
- Develop, share best practices, lessons learned and constantly updates the technical system architecture requirements based on requirements, changing technologies, and knowledge related to recent, current and up- coming vendor products and solutions
- Participate in the design and implementation of IT service management standards, tools and methodologies.

QUALIFICATIONS AND EXPERIENCE

Essential:
- A tertiary qualification in Information Technology, with specialized knowledge and extensive experience across multiple disciplines, or significant relevant industry experience
- Demonstrated experience as a solution Architect in a large, complex 24x7 environment
- Detailed knowledge of solution architecture principles and best practices
- Proven experience in designing and implementing IT solutions
- Knowledge and experience of a range of enterprise applications and integration with core business application services

Desirable:
- Relevant certifications such as TOGAF, AWS Certified Solutions Architect, or Microsoft Certified: Azure Solutions Architect Expert
- Certifications in various infrastructure, network, application and/or database tools and frameworks
- Able to effectively communicate complex technical concepts to both technical and non-technical stakeholders.
- A good understanding of the technologies used in the health sector (Electronic Medical Record (EMR), medical machinery, patient booking systems and clinical applications)

KEY SELECTION CRITERIA
- Demonstrate strong working experience in developing and maintaining Digital architectures, solutions and technology roadmaps
- Proficiency in healthcare IT systems, cloud computing, data management, and cybersecurity
- Demonstrated experience producing and implementing high quality solutions
- Experience in contributing to ICT strategic plans
- Experience designing, integrating, and managing the lifecycle of complex ICT solutions
- Comprehensive knowledge of hardware, software and application support principles
- Significant experience in the provision of specialist technical advice, support and assistance within an

information technology environment covering many ICT technologies
- Strong understanding of how technology is used to streamline operations
- Demonstrated experience in undertaking complex ICT projects and providing ICT solution design services that align with organisational objectives and business requirements
- Experience of helping to design, integrate and manage complex enterprise infrastructure solutions, covering both hardware & software solutions
- Demonstrated ability to provide technical solutions to business problems, presented in business language.
- Proven ability to develop and manage stakeholder relationships, facilitate open communication, and capture and disseminate information.
- Ability to work both independently and as a member of a team
- Strong ability to lead by influence with business and technical groups
- Well-developed written and oral communication, interpersonal and presentation skill
- Demonstrated ability to build consensus among diverse stakeholders
- Proven experience in the ability to quickly acquire knowledge of a variety of interrelated IT systems
- Strong critical thinker with problem solving aptitude
- Team player with experience leading and collaborating cross-team to ensure successful delivery of solutions
- Proven ability to work under pressure, meet deadlines and prioritise workloads
- Exceptional business engagement skills

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:
- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.
- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right

- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

| Position description last updated | April 2025 |