Technology Solutions Engineer Position Description

POSITION TITLE	Technology Solutions Engineer
DEPARTMENT / INDUSTRY	Marketing & Technology, Support Services (Technology team)
AWARD / AGREEMENT	Award free
CLASSIFICATION / GRADE	Manager 2A to 2B

About YMCA South Australia

"We work together from a base of Christian values to provide opportunities for all people to grow in body mind and spirit" (our mission).

YMCA South Australia is an accredited social enterprise, non-profit, and locally governed leader in our sector, serving the South Australian community for more than 175 years. With more than 1,200 like-minded colleagues (and growing), we deliver programs and services across the state in settings including schools and early learning centres, community recreation centres, swimming pools, gymnastics centres, allied health services, health and fitness facilities, community centres, camps and youth services.

Our aim is to develop the whole person, helping all South Australians connect with a better life. Not only their physical fitness and capabilities, but also their sense of identity, purpose, hope and dignity; psychological health; resilience; social connectedness; lifelong learning; and their own contribution back into the community. All the elements that together constitute a full, healthy, productive, and satisfying life. We bring all of this together through an integrated social impact framework, so our efforts add up to something greater than any single program.

As a preferred employer, we invest in our people as much as we invest in our community.

Our vision (FY27-30) is **"Whole people. Strong communities. South Australia flourishing."**

The Y Factor

YMCA South Australia's culture is characterised by what we call "the Y Factor" – **"genuine care for the whole person, for every person."** This ethos runs deep at the Y, being evident in our rich history of positive change around the world. This kind of authentic concern for others opens the opportunity for deeper and more profound impact – both on the community's wellbeing and our own as staff and volunteers. The YMCA is an environment in which everyone is to be recognised and appreciated as the unique and inherently valuable person they are. A place in which every person can "grow in body, mind and spirit".

For further information regarding YMCA South Australia, please visit www.sa.ymca.org.au.

Position Summary and Requirements

As a member of staff at YMCA South Australia, this position requires you to work as part of a team committed to goals and mission that actively fosters community participation and involvement.

The Technology Solutions Engineer is a technology generalist who can build. Working within the technology team led by the IT Manager, the role takes business problems from first conversation to working system. That means helping shape what is needed with the business, then building the integrations, automations and data pipelines that deliver it, much of it in NexusY, our central data environment on Google Cloud.

The role is AI fluent. It uses AI tools confidently and responsibly in its own work, drives most of its build work through AI coding agents, keeps up with how they are developing, and can look at a business process and see where automation or AI removes real effort.

It works with delegated authority from the IT Manager, taking work end to end, from the conversation and the admin through to the technical build, and operating at a manager level in judgement and outputs. It also shares day to day IT operations, so the team's workload and knowledge aren't concentrated in one person.

The role may also work alongside expert external advisers from time-to-time and will have opportunity to learn new skills in the process. We're looking for a capable generalist who works independently, learns quickly, and grows with the platform as external support reduces.

This is a full time, permanent position based at our Adelaide head office, with travel to sites as needed. The indicative weighting is about 40% build, 35% shared IT operations and 25% business partnering and assessment, agreed with the IT Manager depending on the person appointed.

How the role works within the team

- **The IT Manager** leads the technology team and sets how its work is allocated within the technology portfolio. They own architecture, technical standards, security and infrastructure, and reviews what is built.
- **The Technology Solutions Engineer** works with delegated authority from the IT Manager. Within that delegation it takes work end to end, from first conversation to running system, and makes the decisions needed along the way, so work doesn't route through the IT Manager at every step. It works to his standards and coordinates day to day build work across the team where that is delegated.
- **The Head of Marketing & Technology** has overall executive responsibility for the technology portfolio, with priorities set together with the IT Manager (in consultation with other senior stakeholders, as required) on the portfolio board.

Our environment

The role works mainly in NexusY. Experience with every tool isn't expected, and the ability to pick up new tools quickly matters more. The current stack is:

- BigQuery as the data warehouse, with SQL
- Airbyte for connectors and ingestion, and Dagster for scheduling
- Cube for semantic modelling, and Evidence.dev for reporting
- Coded automations on the platform, built primarily with AI coding agents (e.g. Claude Code), with version control, code review, testing and CI/CD
- AI tools used across the organisation, within YMCA SA's AI governance framework
- Microsoft 365 and Entra ID for productivity and identity, alongside our core business systems including Perfect Gym, Tanda, Xplor and SAP

Areas of accountability	Key duties
Build (about 40%)	• Design, build, test and maintain integrations, automations and data pipelines, much of it in NexusY, working to the organisation's approved architecture and standards. • Connect business systems (e.g. Perfect Gym, Tanda, Xplor, SAP) to NexusY and to each other. • Turn manual business processes into automated workflows, including AI-enabled workflows within YMCA SA's AI governance framework. • Drive most build work through AI coding agents such as Claude Code, with hand-written code as the exception, while reviewing, testing and taking ownership of what is produced. • Keep work in version control with review and testing, and document it so others can support it. • Build privacy and data governance into what is delivered (e.g. role-based access, masking by audience and appropriate use), particularly where data relates to children or vulnerable people. • Run build work iteratively, breaking it into small deliverable pieces, keeping work in progress visible and limited on the portfolio board, delivering early and adjusting based on feedback, and coordinating day to day build work across the team where the IT Manager delegates it.
Shared IT operations (about 35%)	The split will be agreed with the IT Manager to suit the background of the person appointed. It is not expected that the role covers every area below. Areas may include: • Identity and access administration, including accounts, permissions and access reviews, and building joiners, movers and leavers automation to the IT Manager's design. • Microsoft 365 administration and configuration (e.g. Teams, SharePoint, Exchange, Intune and Entra ID settings), working to the IT Manager's standards.

	• Integrating third-party systems with Microsoft Entra ID for single sign-on and provisioning. • Level 2 escalations from the service desk and site support, and support for device and endpoint management. • Supporting cyber security operations under the IT Manager's lead (e.g. alert triage, vulnerability follow-up and evidence for the CIS cadence), alongside any managed service provider. • Maintaining the register of business applications, their owners, what they connect to and when they renew. • Providing cover within the team during leave.
Business partnering and assessment (about 25%)	• Act as a first point of contact for technology requests and opportunities, as delegated by the IT Manager, assessing fit, effort and options and recommending a way forward. • Work with teams to understand how they work, find where automation or AI can remove effort, and shape those opportunities into something buildable. • Assess third-party software and technology requests for risk, privacy, data governance and fit with the wider technology ecosystem (e.g. integration with NexusY and Microsoft Entra ID), applying YMCA SA's policies and procedures and referring security questions to the IT Manager. • Help sites and teams review and decide on third-party software, including naming a business owner for each system and setting clear expectations for day to day ownership and vendor support. • Apply and help embed YMCA SA's technology policies and procedures (e.g. AI, data classification, third-party software) in the team's work and in new systems. • Help the IT Manager and business owners prioritise, with clear options, trade-offs and effort estimates for the portfolio board. • Communicate plainly with business owners, keep them informed of progress, and support adoption through training and handover. • Contribute to the Excellence Key Results the team delivers, particularly the data environment and process automation.

Success Measures at 12 Months

- Priority business systems are connected to NexusY through maintained, monitored pipelines, and an agreed set of workflows is automated, using AI where it adds value.
- Work is in version control, reviewed, tested and documented well enough for someone else to support.
- The agreed share of IT operations is reliably covered, reducing reliance on any one person in the team.

- Work delegated to the role moves end to end, from opportunity to delivery, without needing the IT Manager's involvement at each step.
- Requests in the role's areas are acknowledged, progressed and communicated in reasonable time.
- Business owners get clear options, plain communication, and decisions that land. They are satisfied that they are being adequately engaged, consulted, and communicated with.
- Third-party software requests are assessed consistently against policy, with named business owners for new systems.
- What the role builds and supports handles personal and sensitive data in line with privacy and data governance requirements.

Key Relationships

Reporting to:	IT Manager
Direct Reports:	None
Key Internal Relationships:	Head of Marketing & Technology (technology portfolio) Applications Specialist and ICT Officer Service line and corporate services business owners Site and program managers
Key External Relationships:	Long Tail Ventures (NexusY delivery partner) or other external experts engaged by the organisation from time-to-time. Software vendors and integration partners (e.g. Perfect Gym, Tanda, Xplor) Managed service and security providers
Safeguarding Category	Non-Child-Facing Role

Selection Criteria

We're looking for a capable generalist with room to grow. What matters most is how you think and learn. You can pick up a new tool or system quickly, ship working solutions with AI coding agents, and have a sensible conversation with a business owner or site manager about what they actually need. Experience with our specific tools is a bonus, not a requirement.

Qualifications and Licences – Essential

- National Police Check (NPC) (must be within 6 months of issue date).
- International police check (for applicants who have worked overseas in the last 5 years).
- DHS South Australian Employment Working with Children Check (WWCC).

Knowledge and Experience – Essential

- Builds working solutions in code, mostly by driving AI coding agents (e.g. Claude Code), with enough understanding of Python, SQL and APIs to read, review and correct what is produced.
- Learns new tools, platforms and systems quickly, and works through problems without a set playbook.
- Strong, current AI fluency. Uses AI tools daily, keeps up with how they are developing, understands safe and responsible use, and can spot where AI removes effort in a business process.
- Good engineering habits, including version control, review and testing.
- Understands how data, processes and systems connect across an organisation.
- Solid IT fundamentals (e.g. identity and access, Microsoft 365, troubleshooting), enough to share day to day IT operations.
- Strong business communication. Engages stakeholders appropriately. Turns a business need into a working solution, explains technical options plainly to non-technical staff, and is comfortable consulting with teams across the organisation.
- Sound judgement on risk, privacy and data governance, including assessing third-party software and how it fits a wider technology ecosystem.
- Works autonomously with delegated authority, takes ownership of outcomes, and keeps work moving across several priorities.

Knowledge and Experience – Desirable

- Experience with a cloud platform, ideally Google Cloud, including identity, access and secrets management.
- Experience with a cloud data warehouse and data modelling, or with tools in our stack (BigQuery, Airbyte, Dagster, Cube, Evidence.dev) or similar.
- CI/CD and automated testing in a team setting.
- Experience delivering work iteratively in a small team, with visible priorities and regular feedback.
- Familiarity with privacy and data governance practice (e.g. the Australian Privacy Principles) or vendor security assessments.
- Integrating business applications with Microsoft Entra ID (single sign-on and provisioning).
- Experience in a multi-site operational organisation, and/or the not-for-profit sector.
- Tertiary qualification in information technology, data, computer science or a related field, or equivalent experience.

Personal Attributes

- Demonstrates a commitment to the YMCA's mission and can role-model the "Y Factor" to others.
- Creates a fun and exciting work atmosphere that is hardworking, and goal orientated.

- Demonstrated ability to work effectively both independently and as part of a team.
- Creates a welcoming atmosphere by engaging all people in a friendly and approachable manner.
- Works as part of a team and shows professionalism.
- Punctual for work and staff meetings.
- Promptly responds to customers' needs or concerns.
- Recognises and acts on the need for support and will accept and delegate responsibility when required.
- Models, demonstrates, and teaches positive values like caring, honesty, respect, and responsibility.
- Maintains high standards of presentation and personal grooming.

Safeguarding Children and Young People

For young people to be inspired, they must Feel Safe and Be Safe. As part of our Safeguarding Strategy at the Y, we have developed our Safeguarding Framework which aspires to ensure that all Children and Young People are safe and feel safe at the Y, in their families and in their communities.

Our Safeguarding Framework aims to develop:

- A safe culture nationally which empowers Children and Young People by promoting Children and Young Person focused leadership and governance.
- Safe operations to ensure Y People have the right policies, processes and practices to keep Children and Young People safe; and
- Safe environments at the Y and in communities which empower Children and Young People to thrive.

All Y People are integral to ensuring the implementation of our Safeguarding Framework across the Y. Y People in Direct Contact Roles will do this by:

- Upholding the rights of and always acting in the best interest of Children and Young People.
- Fulfilling your responsibilities under safeguarding legislation within your State, including declaring anything you become aware of through the course of your engagement with the Y which a reasonable person would consider could impede your suitability to have contact with Children and Young People.
- Supporting your colleagues, supervisors and/or direct reports to understand their responsibilities under safeguarding legislation.
- Participate in all required Safeguarding Children and Young People training for your role.
- Report any suspicions, concerns, allegations or disclosures of alleged child abuse or neglect in line with policies and procedures.
- Actively participate and contribute to continuous improvement of Safeguarding policies, procedures and practices.
- Maintaining appropriate vetting checks including, but not limited to, Working with Children Checks (or equivalent), National Police Check and International Police Check (as required).

- Support the facilitation of safe operations to ensure Y people have the right policies, processes, and practices to keep children and young people safe.
- Speaking up about any safeguarding risks and/or concerns to ensure that you are supporting the continuous improvement of our spaces and safeguarding practice.
- Complete appropriately detailed risk assessments to address any vulnerabilities to children and young people as required.
- Empower all children and Young People to have a voice particularly in matters that affect them.
- Actively educate, promote and advocate the protection and safety to all children and young people, families and their communities.

Work Health and Safety

You will be required to:

- Familiarise yourself with all policies, procedures, and work practices of YMCA South Australia.
- Maintain currency of knowledge in relation to work health and safety.
- Maintain a working knowledge and understanding of your centre's Emergency Action Plan.
- Take responsibility for your own health and safety and the safety of the work environment.
- Ensure that your actions and omissions do not adversely affect the health and safety of other persons.
- Comply with all reasonable instructions in relation to work health and safety, including YMCA South Australia's policies and procedures as amended from time to time.
- Assist YMCA South Australia to provide an inclusive workplace by adhering to YMCA South Australia's Access and Inclusion Policy and applicable equal opportunity laws as amended from time to time.
- Inform your manager of any issues or concerns that may affect your ability to perform your role safely.
- Promote a positive safety culture by contributing to the health and safety consultation, communication, and action.
- Respond to plant and building emergencies and act as chief warden in an emergency evacuating the Centre if required.

Approval of Position Description

Date created or revised:	October 2026
Approved by:	Devan Seamans, Head of Marketing & Technology

Acknowledgement of Incumbent

I acknowledge that I have read and understood the requirements of this position.

Name:	
Signature:	
Date:	