

Technology Director | Customer & Operations | Consulting

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Company: KPMG

Location: Sydney

Category: other-general

We help organisations rebuild their business around their customers, through deep understanding of end-customer needs and breaking down organisational barriers and silos within.

Our Customer Solutions team delivers digital customer experiences that unlock value for our clients and their end-users.

Our Customer Solution team brings together design thinking (CX, DX, UX and UI) and a strong technology engineering capability (frontend, backend, DevOps and integration) to create scalable, robust and production live digital solutions. We draw from a toolbox of mobile app, web app, martech, cloud, AI and integration technologies to build our solutions.

Your Opportunity

As a member of the Customer Solutions team in KPMG, the Technology Delivery Director will lead the technical solutioning and technical delivery of digital experiences and digital products that enable exceptional customer experiences for our clients. You will play a crucial role by:

Lead the Engineering Delivery team – Consisting of Engineers (Web, Mobile, Infrastructure, Integration, Martech), Solution Architects, DevOps and Testers.

Undertake capability planning and resourcing across engagements, quality assurance, vision and continuous improvement.

Accountable for the overall technical design of Customer solutions for both Business Development (BD) and delivery purposes.

Work as part of a broader multi-disciplinary team in Customer Solutions – with strategy,

design, product and sector specialists.

Work with external clients to design the required solution (inclusive of technical functional and non-functional requirements, licenses, infra etc).

Collaborate with other teams in KPMG to design the required solution (This includes security, cloud, data, integration, and platforms {Salesforce, Microsoft, Service Now, Appian, IBM, Google}, as well as sector and service lines).

Develop client roadmaps for future development/product changes.

Lead the technology reviews of builds during the delivery phase.

Act as the subject matter expert for Technical Delivery of Customer Solutions, both internally and with clients.

Forecast team demand, and work with our offshore technical delivery team, KPMG resourcing, local contractors and direct recruitment to meet that demand.

Participate in client workshops and provide insights into both best practice and industry best practice.

How are you Extraordinary?

You bring together deep technology knowledge with a customer and commercial lens.

You are able to quickly build strong relationships and network with a variety of stakeholders both internal and external.

You are passionate about the importance of fantastic communication to share ideas, inspire, and create change. You are able to digest, distil, and communicate complex concepts in both written and verbal forms.

You are a kind and compassionate leader with a passion for continually growing your leadership skills to get the best out of a diverse and multidisciplinary team.

Your Experience

Extensive experience in leading a technical delivery team across the software development life cycle with a team of Engineers (Web, Mobile, Infrastructure, Integration), Solution Architects, DevOps and Testers.

Extensive experience in technically delivering end-user (customer) facing digital experiences and products across web and mobile technologies (Web sites, portals, mobile apps).

Proven record of delivering using Agile and Agile Hybrid methodologies.

Demonstrated experience in delivering solutions using CMS, and mobile development in Native and or cross-platform technologies.

Proven record of solutions with integration across CRMs, Martech, Identity Management, middleware, data lakes and core systems.

Desire to explore and deliver solutions that incorporate the use of AI technologies to empower and enrich the user experience.

Experience in delivering within regulated industries and within Australian standards (specifically within security, privacy, financial and accessibility regulations/standards).

Tertiary qualifications (Masters or Bachelor's degree) within a relevant field.

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