



Application package

Position title:	Technology Solutions Lead (Salesforce)
APS Level:	Executive Level 1 (EL1)
Salary package:	Salary package from \$141,450 to \$152,638 package (base \$122,574 to \$132,269 plus 15.4% super)
Position offered:	Full-time / non-ongoing (12-months) <i>Flexible working arrangements available including hybrid working</i>
Office location	Level 7, 309 Kent St, Sydney CBD
Closing date:	6 July 2025
Contact Officer/s:	Felicity Leyne – Executive Manager, Technology
Contact number:	(02) 9432 7086

This application package includes Information on our Agency, the role, how to prepare your application and the selection process.

About the opportunity

As the Technology Solutions Lead, you will play a crucial role in designing and implementing innovative, scalable, and robust solutions to address complex business challenges across the Workplace Gender Equality Agency, including two key change initiatives: implementing 'Target Setting' legislation delivery technology capabilities and solutioning for a brand-new 'Employer of Choice Citation' program end-to-end. You will collaborate closely with cross-functional teams, including developers, engineers, project managers, and business stakeholders, to create end-to-end solutions that align with the organisation's goals and technical requirements.

The team

The Technology Team's purpose is to provide end to end oversight and management of the technical and information systems that underpin and support all data and information requirements for the Agency. This includes management and delivery of stable business as usual operations along with agile enhancement of the core technology services. Additional team goals are to enable increasing efficiency of Gender Equality Reporting data collection systems, ensuring system security and information privacy, tuning scalability, supporting, training Agency staff and ensuring compliance with governing legislation and policies.

About our Agency

The Workplace Gender Equality Agency (WGEA/Agency) is the Australian Government's key agency charged with promoting and improving gender equality in Australian workplaces, through the provision of advice and assistance to employers and the assessment and measurement of workplace gender data. Our Agency was established by the *Workplace Gender Equality Act 2012* (Act).

WGEA's ambition is to accelerate progress towards workplace gender equality. We are a small unique agency with a big agenda.

At WGEA you will be part of a team of high achievers who are passionate, friendly, and fun. We understand what working flexibly means. We pride ourselves on being a respectful, diverse, and inclusive community. We encourage and welcome applications from people of all genders, Indigenous Australians, people with disability, people from culturally and linguistically diverse backgrounds and mature-age people.

What our Agency looks for

- People who are dedicated to personal development, fostering growth in others and demonstrating leadership
- flexible and adaptable people to meet immediate needs and future challenges.
- team oriented people who have energy and are determined to succeed.
- people who are open, service orientated, accountable, of high integrity, and can operate based on impartial evidence (our Values).

What we offer

We value each team members contribution and offer:

- a culture that is committed to our purpose and getting results, recognises achievements, and values innovation.
- opportunities for team members to work on agency wide projects and encouraging everyone to be adaptable and collaborative.
- flexible working options that empower you to model a working day and/or environment that brings out the best outcomes from you. Whether that is working from our modern offices in Sydney CBD or from home each team members working day can be different
- attractive salaries and superannuation (15.4%) as well as a range of other benefits.
- a culture and leadership team that believe in diversity and inclusion.

Further information about our Agency is available at www.wgea.gov.au



Position description

Position numbers:	23816
Position title:	Technology Solutions Lead (Salesforce)
APS Level:	Executive Level 1 (EL1)
Position:	Non-ongoing 12-month contract Full time (<i>Flexible working arrangements available including hybrid working</i>)

The role

Reporting to the Technology Executive Manager, the **Technology Solutions Lead (Salesforce)** will work closely with the team's Business Analyst to translate business needs into technically robust, scalable Salesforce solutions. This role will apply best practices to ensure an optimal user experience while acting as a trusted adviser. The Technology Solutions Lead will drive solution design, lead implementation projects, and collaborate with stakeholders across the business to deliver value-driven, optimised outcomes on the Salesforce platform.

The key deliverables/projects for this role over the next 12 months are:

- ✓ Implementing 'Target Setting' legislation delivery technology capabilities
- ✓ Solutioning for a brand-new 'Employer of Choice Citation' program end-to-end
- ✓ Driving functional enhancements to the Reporting Portal for 2026

The key duties of the position include:

Working closely with other key team members, and taking project direction from the Technology Executive Manager, this role will be responsible for:

Technical Direction

- ✓ Providing technical leadership and guidance to internal and external development teams.
- ✓ Contributing to the development of technical strategies, architectures, and scalable solutions.
- ✓ Ensuring adherence to coding standards, architectural best practices, and governance frameworks.
- ✓ Identifying and mitigating technical risks throughout the project lifecycle.
- ✓ Designing and overseeing integrations between Salesforce and other enterprise systems (EG Alteryx, Azure Data Warehouse).
- ✓ Ensuring APIs and middleware solutions are secure, scalable, and maintainable.
- ✓ Ensuring compliance with organisational policies, industry regulations, and data protection standards.
- ✓ Staying current with Salesforce platform updates and industry trends to drive innovation.

Solution Design and Delivery

- ✓ Translate business requirements into scalable, sustainable Salesforce solutions.
- ✓ Design and implement data models that align with business needs and Salesforce best practices.
- ✓ Configure Salesforce features including security models, declarative automation, and user experience enhancements.



- ✓ Manage the deployment of Salesforce solutions, ensuring alignment with specifications and business goals.
- ✓ Produce and maintain high-quality documentation for architecture, configurations, and customisations.

Stakeholder Engagement and Team Collaboration

- ✓ Serve as a technical champion for the platform, advocating for best practices and innovative solutions.
- ✓ Promote internal adoption of Salesforce solutions and contribute to the continuous improvement of digital capabilities.
- ✓ Engage with business stakeholders, including executives, to ensure alignment with strategic goals.
- ✓ Collaborate with vendors and implementation partners to ensure architectural alignment and project success.
- ✓ Build team capability by mentoring and coaching colleagues, sharing expertise, and supporting professional development.

Capabilities

We are seeking an individual with the following **minimum requirements** and experience

Essential:

- ✓ At least three (3) years of experience as a Solution Architect end-to-end across Salesforce technology stacks (including a sound understanding of Salesforce Service Cloud, Salesforce Community Cloud, Salesforce Public Sector Solutions, Omniscript, Customer Community Business Rules Engine and Account Engagement, together with MuleSoft, Tableau and Alteryx).
- ✓ Prior experience working with technology systems and/or technical systems development in a federal government regulatory and/or advocacy environment.
- ✓ Solutioning for large projects through the full software development life cycle, extensive experience using Atlassian Tools: developing documentation and managing collaboration with Confluence; development activities with Jira.
- ✓ Ability to perform hands-on prototyping and proof of concepts for business to provide early feedback on proposed solutions.
- ✓ An ability to work both independently and as part of a team, taking initiative and exercising sound judgement in resolving matters that may arise as part of normal daily work. This includes taking a proactive approach and personal responsibility for accurate and timely completion of work.
- ✓ Ability to demonstrate a principled approach to the APS Values and Code of Conduct, acting professionally at all times.
- ✓ Baseline Security clearance or the ability to obtain clearance (this includes being an Australian Citizen).

Desirable:

- ✓ Additional Salesforce certifications such as Platform App Builder, Service Cloud Consultant, Community Cloud Consultant, Account Engagement Consultant, etc. would be desirable and stand you in higher consideration but are not essential.
- ✓ Experience with system security, privacy frameworks and privacy legislation/events is highly desirable.



How to apply

Prior to sending your application email to recruitment@wgea.gov.au, use the below to ensure you have included all relevant details.

Your email should include:

- ☐ Title of the vacancy/position you are applying for
- ☐ A cover letter/statement outlining how your skills, experience and qualifications meet the minimum requirements and experience of the role. (one page only).
- ☐ Your CV/Resume which provides a summary of your work experience, which includes your full name, contact phone number, and personal email address.
- ☐ Contact details of two recent referees including your current or most recent supervisor (we will seek your permission before we contact your referees)
- ☐ If you meet the Agency eligibility criteria, confirmation of your Australian citizenship, along your ability to successfully clear a National Criminal Records Check upon engagement

Other information you may need to include in your email:

- ☐ Relevant diversity information (preferred pronouns, reasonable adjustments required for interview)
- ☐ If you wish to opt into RecruitAbility (information detailed in how to prepare your application)
- ☐ Any further relevant information.

Application information

Agency Eligibility Criteria:

Under section 22(8) of the Public Service Act 1999, employees must be Australian citizens to be employed in the Australian Public Service (APS) unless the Agency Head has agreed otherwise in writing. Successful applicants will be required to undergo the process to obtain and maintain or continue to hold the required baseline security clearance level for the role. Baseline security clearances require you to be an Australian Citizen and meet AGSVA criteria.

Successful applicants will also be required to successfully pass a National Criminal History check.

Diversity

The Agency values the contributions of people with different backgrounds, experiences and perspectives. You can tell us in your application, or when called in for interview, if you need any adjustments to help you participate equally in the selection process.

RecruitAbility

The Agency is committed to supporting the employment and career development of people with disability. Our participation in APS RecruitAbility means we will progress an applicant with disability to a further stage in the recruitment process, where they opt into RecruitAbility and meet the minimum requirements for the vacancy.

How do you opt into RecruitAbility?

Simply note in your cover letter that you wish to:

1. Opt into RecruitAbility, as you have a disability (definition as defined by Australian Bureau of Statistics)
2. Clearly show how you meet the requirements of the vacancy with our Agency.



Questions about the position

The contact officer noted on the first page of this Application Package is available to answer any questions you have about the position. Their contact details are on page one of this application package.

Lodging your application

Your application should be emailed to **recruitment@wgea.gov.au** prior to the closing date and time. Late applications will not be accepted unless exceptional circumstances exist.

Preparing your application

Use the 'how to apply' checklist above to ensure you include all relevant information and documentation.

Recruitment Process

The selection may be undertaken based on applications and referee reports where a clear result can be determined from this documentation / process. A selection panel (usually two to three people) will be formed to consider all applications and develop a shortlist for any further assessment. If it is determined that further assessment including an interview is necessary, the panel will conduct a video interview which may also include a short practical exercise.

Availability for interview

We make hiring decisions based on your experience and skills as well as how you can enhance WGEA and our culture. Please note that interviews held are conducted virtually. When you apply, please tell us the pronouns you use and any reasonable adjustments you may need during the interview process.

If you are shortlisted for an interview, you can expect at least two days' notice. If you are not short-listed for interview, you will be notified in writing.

Merit Lists or pools

Where our Agency has established a merit pool or list, it may be used to fill the same vacancy or similar vacancies within a period of 18 months from the date the initial vacancy was notified (advertised) in the Public Service Gazette (APSjobs.gov.au). The Agency will confirm with candidates if they wish to be considered for other or similar vacancies.

Prior to sharing a merit pool or list our Agency will ensure we obtain the candidate's permission to share their details with other agencies. We will obtain this permission during the selection process or when asked to share a merit list or pool. Where a candidate advises that they do not want their details shared with another agency, the candidate's details will be removed before sharing a merit list or pool.