POSITION DESCRIPTION

Solution Designer

ReadyTech Government

ReadyTech (ASX:RDY) exists to help communities thrive, and ReadyTechers flourish on making that change happen.

They enjoy taking on challenges that matter to our customers, communities, and the world – and working to solve them with incredible technology that helps navigate complexity, while also delivering meaningful outcomes.

ReadyTechers are enterprising, and hungry to make a difference. But, more than ever, ReadyTechers are *ready for anything.*

POSITION DESCRIPTION

Title	Solution Designer - Government	Location	Melbourne, Hybrid
Report to	GM of Product - Government	Direct report(s)	N/A

The purpose of this role

ReadyTech Government is seeking an experienced Solution Designer to bridge the critical gap between our diverse product modules and create a cohesive functional blueprint for our integrated platform.

In this role (which may also be known as Solution Architect in some organisations), you will develop comprehensive specifications that connect our various modules into a unified solution, with particular focus on supporting customer migrations from 3rd party and legacy solutions to our ReadyCommunity platform.

Working closely with the GM of Product, Product Managers, Business Analysts, Implementation consultants and Technical Leads to you will establish functional standards that ensure consistency while supporting domain-specific requirements. You'll create detailed solution designs that translate complex government requirements into elegant, effective digital experiences, ensuring our products work together seamlessly.

This is a crucial role that will help transform our fragmented portfolio into a unified platform that delivers exceptional value and user experience to our government customers.

The key accountabilities of the role

- Develop a comprehensive functional blueprint that illustrates how all ReadyTech Government products should work together as an integrated whole
- Create detailed solution specifications for critical platform capabilities including authentication, customer data, document management, and workflows
- Define cross-module functional standards and patterns to ensure consistency across the platform
- Develop detailed functional mappings between SynergySoft, CouncilWise, and ReadyCommunity to enable successful customer migrations
- Provide solution design expertise for the critical & high-priority customer implementations, ensuring successful reference cases moving forward

- Establish solution design methodologies, templates and best practices that can be adopted by the broader product team

The key responsibilities of the role

- Create the "big picture" functional model of how all ReadyCommunity modules should work together, establishing the master plan for our unified platform

- Define detailed data models, business rules, and process flows for cross-module functionality

- Establish consistent patterns for how data, workflows, and functionality should flow between modules

- Create detailed functional mappings between SynergySoft and ReadyCommunity to ensure safe customer migrations

- Support the Dardanup Council implementation with solution design expertise

- Develop templates, methodologies, and guidance to build long-term solution design capability within our team

- Collaborate with product managers to ensure solution designs align with product roadmaps and user needs

- Work with the Senior Design Manager to ensure functional solutions support exceptional user experiences

- Facilitate workshops with stakeholders to gather requirements and validate solution approaches

- Document solution designs clearly, with detailed specifications for implementation teams

- Assist in developing solution design capabilities within the broader product team through knowledge sharing and mentorship

The ideal candidate will have these:

1. Skills	• Exceptional solution design capabilities with demonstrated experience creating comprehensive functional specifications • Outstanding analytical thinking and problem-solving abilities • Excellent communication skills with the ability to translate complex requirements into clear, structured documentation • Strong facilitation skills for requirements gathering and solution validation workshops • Ability to balance ideal solutions with technical constraints and business requirements • Experience mapping complex business processes and workflows • Demonstrated ability to understand and document intricate business rules and calculations • Strong data modeling skills with the ability to design effective data structures • Systems thinking with the ability to understand how different components interact • Ability to thrive in a fast-paced environment while maintaining attention to detail
2. Knowledge	• Deep understanding of solution design and solution architecture methodologies for enterprise software • Comprehensive knowledge of functional specification approaches and documentation standards • Strong understanding of data modeling and business rule documentation • Familiarity with government workflows and processes, particularly in local government • Knowledge of enterprise software architecture patterns and best practices • Understanding of regulatory compliance requirements in government settings • Knowledge of product development methodologies and agile practices • Appreciation for the unique challenges of government software systems
3. Experience	• 10+ years of solution design/architecture experience with at least 5 years in enterprise or government software • Demonstrated experience creating detailed functional specifications for complex enterprise systems • Track record of successful system migrations or implementations • Experience creating data mappings and migration specifications • Background defining cross-module functional standards and patterns

- Strong portfolio demonstrating both strategic solution architecture and detailed specification creation
- Experience in B2B or government software strongly preferred
- Proven track record of translating complex business requirements into clear solution designs
- Experience collaborating with product management and engineering teams to deliver successful solutions
- Familiarity with financial, property, or regulatory systems is highly desirable

This contract role offers a unique opportunity to shape the foundation of ReadyTech's government platform strategy and establish solution design practices that will drive long-term success for our customers and our business.