



Position	Digital Solutions Lead
Location	Gauteng
Function/Business Unit	RPA Digital Technology
Salary	Market Related
Reporting to	Digital Technology Director

JOB SUMMARY

To lead the RPA business Unit through driving and implementation of strategy, revenue generation and business growth. Additionally, support the Technology Director in delivery of RPA services to / at client premises on delegated engagements / projects.

RESPONSIBILITIES

- Serve as the RPA lead for the setting up of RPA CoE's, frameworks and tools to support the technology division and strategy in delivering RPA solutions across multiple industries.
- Provide strategic direction and leadership by developing and driving the strategic RPA plan.
- Oversee the design and implementation of the RPA solutions.
- Manage the RPA platforms and applications portfolio, ensuring continuous alignment to business and ensuring agile adaptation to new requirements deriving from the change and/or increase of service offerings.
- Drive excellence and innovation, by keeping abreast of new RPA trends and technology and by incorporating these to existing and new client opportunities, enhancing and promoting high quality of RPA services delivery.
- Technology Vision: Set and execute on an RPA technology vision that keeps the business area ahead of the competition and brings true innovation and "disruptor" thinking from technology. Continually evolve the technology vision to keep the organization ahead of the pack and carving its own path. Ensure the technology vision incorporates the core RPA tenets of 1) availability, 2) scalability, 3) security, 4) performance and 5) usability.
- Leadership: Build optimal team structures to achieve agile feature teams equipped to work at pace while building software in a sustainable fashion. Ensure adequate up-front planning and cross team, cross discipline consultation and coordination with a view to consistently achieve delivery targets. Focus on developing strong RPA services, rapid prototyping, and deep automation capability to further augment the team's ability to move with speed and quality. Instil the desired behaviour of teamwork, passion, commitment and innovation through example, reward and recognition programmes.
- Software Development Lifecycle: Ensure methodology addresses competing priorities and balancing short term deliverable needs with longer term platform thinking. Drive the adoption of a delivery culture of first time, on-time, every time. Ensure SDLC activity balances new delivery with managing technical debt as a fact-of-life for all technology teams. Continually recognize and reward behaviour that improves processes (increases effectiveness), reduces debt, produces solutions that evolve with the organization's needs with lower maintenance required.
- Voice of: Be the voice of RPA technology at the executive table. Be uniquely skilled at understanding the business objectives and building it into the technology roadmap to enable the realization of the organization's vision and dream.

GENERAL COMPETENCIES

- Has a working knowledge of the use and impact of IT on client's business and industry in order to identify potential issues or business opportunities, particularly in RPA and Cognitive computing.
- Builds awareness of RPA technology enablers and their potential impact on business strategy.
- Identifies and assesses potential IT and business opportunities that can be delivered using RPA.
- Develops implementation plans for specific components of the RPA strategy (e.g., work plan, transitional architecture plans, CoE's).
- Has experience in and strong working knowledge of prevailing RPA services, hardware, standards, frameworks, and technology.

- Has experience with multiple components of the CIO agenda from both a diagnostic and prescriptive perspective.
- Understands and applies ITIL best practices in designing/ optimising IT operational processes.
- Builds peer-to-peer relationships with vendor employees involved in developing or supporting products; Also builds relationships with subcontractor/offshore resources as appropriate.
- Creates solutions designs for complex functional and technical requirements, following key engineering principles to achieve expected results
- Develops elements of the IT plan deliverables (e.g., implementation plan, work plan, resource plan, budget, business case).
- Maps the client's business processes, organisation, and technology to the new solutions; Identifies gaps based on experience and recommended practices.
- Has experience in working and building RPA COE's.

QUALIFICATION & EXPERIENCE

Minimum Qualifications	BSc Degree
Desired Qualifications	Postgraduate qualification (relevant to Service Area / Business Management, etc)
Minimum Experience	10+ years working experience
Desired Experience	10 years in a client service role, with 5+ of these in a senior management role

CORE COMPETENCIES, ATTRIBUTES & SKILLS

- Expert in RPA field with in-depth industry and business knowledge
- Demonstrated leadership skills
- Proven business developer, sales ability, and successful negotiator
- Ability to manage and execute project
- Demonstrated management of profitable large accounts and execution of complex projects
- Soundly skilled in providing vision and strategy for client proposals
- Excellent report writing skills
- Good financial knowledge
- Significant business acumen
- Good understanding of the commercial and open source RPA tools and products available in the market
- Strong RPA experience in the Financial and Insurance industry
- Track record of innovative RPA implementations at different industry clients
- Good architectural understanding