



We're thrilled our Return to Work program is back in 2021 - and following the response it received in 2019, we're expanding beyond Melbourne (Australia) to include Bengaluru (India), Wellington and Auckland (NZ).

The program has been recognised by the Australian Computer Society Disrupter Awards, HR Awards and Women Leading Tech by Google. It is a game-changer in the way it welcomes those who may be lacking in confidence or feeling like they've been overlooked because of their career break.

ANZ benefits from highly capable skilled candidates, who in turn get to reignite their career, build confidence and enhance their financial wellbeing, and we look forward to welcoming new applicants for 2021.

About ANZ

At ANZ, everything we do boils down to 'why' – our purpose – to shape a world where people and communities thrive. We're just as focused on seeing our people thrive as well as our customers. We'll give you every opportunity to develop your career.

We are responding faster to changing customer requirements, focusing on the things that matter the most, energising our people, eliminating waste and reducing bureaucracy.

ANZ recognises the value of an inclusive and diverse work environment. We take pride in the diversity of our people and encourage applications from diverse candidates. Our recruitment decisions are based on the key inherent needs and requirements of each role, and candidates are selected based on their unique strengths and characteristics.

We work flexibly at ANZ.

Talk to us and let us know how these roles can be flexible for you.

Roles available in
Bengaluru
(India)

Roles available in
Melbourne
(Australia)

Roles available in
Auckland/Wellington
(New Zealand)

Questions? Check out our [website](#) or email us returntowork@anz.com



An overview of Domain function and roles available in Bengaluru

About the types of roles

On the following pages, you'll learn about the types of roles we have available within ANZ Technology, Bengaluru.

For each role, you'll see a **Job profile** which describes activities and capabilities required for the role and what a day in the life might look like.

Some of the terminology relates to our new way of working. Don't worry, we'll be covering what this means during induction.

Some key terminology:

Squad:	a team of around 6-9 people
Tribe:	a collection of squads working together
Chapter:	expertise from business and technology disciplines
Product Owner:	guides the squad to peruse its mission "what to do"
Sprint Planning:	shared understanding of work needed to be done and by whom

Note: You are **not** expected to have 100% of the capabilities required for the role, so if the type of role interests you and you feel that you have most of the capabilities described, then please apply.

Read on for more information about the roles

Enterprise Data & Intelligent Automation (EDIA)

We deliver enterprise solutions that makes the right data & automation services accessible to our people and customers, through tools and channels that drive faster and more informed decision-making, removing friction and ultimately delivering an excellent customer experience.

Scrum Master - Develop high performing, self-organising squads through promoting New Ways of Working and the application of Lean, Agile & System.

Data Analyst – Deeply understands the power of data to generate quality customer insights, manage information, identify trends and make decisions.

Data Engineer – Designs, builds, tests and supports data structures and databases.

Australia Retail & Commercial

We deliver full end-to-end world class products and services in a digital platform to our Retail, Corporate and Commercial Banking customers. The domain will be fully integrated with New Ways Of Working (NWOW) to create a seamless customer experience.

Release Lead – Converts business initiatives into cross platform or cross tech area releases of new technology features or enhancements.

Employee Experience

We connect our people, our workplaces and our technology to deliver an exceptional employee experience, making ANZ a great place to work.

CyberArk Engineer – Work with squad members to continually improve, enhance and integrate customers to the CyberArk platform, which in future will be via Dev Ops processes and tooling.

HashiCorp Vault Engineer - Work with squad members to continually improve, enhance and integrate customers to the HashiCorp Vault platform, which is managed via Dev Ops processes and tooling across On Premises, GCP, AWS and OpenShift environments.

Security

We make ANZ a safe and more secure place to do business with by ensuring that our systems, and Corporate and Customer information is secured. The Security Domain has group-wide accountability for providing functional and thought leadership for information security and provides advice, guidance and the right tools to enable everyone in ANZ to protect our information Assets.

Engineer – Designs, builds, tests and supports applications and/or underlying bank infrastructure.

Analyst – Deeply understands the business environment to refine requirements to increase the quality and efficiency of the customer outcome being delivered by the Squad.

Security Partner – In Security Advisory and Engineering we develop and provide security expertise and consulting services to ANZ to help accelerate the delivery of change in a secure manner. The Security partner's partner with the business to ensure the bank's information is safe.

Product Owner – Enables and inspires the squad to pursue its mission by guiding them on what work should be completed.

Chapter Lead – Leads a chapter of squad members by guiding 'how-to' work and their professional development.

Infrastructure & Cloud Services

Our Mission is to deliver industry-leading banking technology services that enable competitive advantage for our business partners in improving the financial wellbeing of all ANZ customers.

Analyst – Accounts: Assist with the elaboration of epics and stories in the lead up to Tribe Planning. You will help drive the squad forward to achieving its mission through pulling work from the backlog that aligns to your skillset and where you can add the most value.

Analyst – Governance: Deeply understands the power of data to generate quality customer insights, manage information, identify trends and make decisions.

Banking Services

Banking Services delivers critical and secure services for payments, fraud, risk management and architecture that enable our internal and external customers globally.

Business Analyst – Deeply understand the business environment to: Refine requirements to increase the quality and customer outcome being delivered by the Squad.

Journey Expert – Optimises existing end to end customer journeys and improves the customer experience by devising new, innovative solutions, services, products or propositions.

Institutional

We enable our Institutional business partners and customers through providing stable, scalable, innovative and leading technology platforms and solutions which focus on great customer and banker experience, operational excellence and future ready technology.

Engineer - Regulatory and Risk - designs, builds, tests and supports applications and/or underlying bank infrastructure.

Scrum Master (EDIA)

About The Role

Scrum Masters in EDIA develop high performing, self-organising squads through promoting New Ways of Working and the application of Lean, Agile & System.

What might a day in the life look like?

- You will work with one or two squads playing a crucial role in the squad success
- You will do this by providing delivery mentorship, coaching, behavioural role modelling & direct support
- You will help improve all aspects of the team's ways of working from; clarifying purpose and outcome, decomposition and planning, resolving issues/impediments, improving policies & interactions, strengthening cross functionality and many more.

What will be in your toolkit?

- Interest in Lean, Agile & Systems Thinking concepts & values
- Influencing, facilitation & coaching skills
- Problem solving and root-cause analysis skills.

Data Analyst (EDIA)

About The Role

A **Data Analyst** deeply understands the power of data to generate quality customer insight, manage information, identify trends and make decisions

What might a day in the life look like?

- Perform data analysis within different Tribes in order to support individual missions of Squads
- Sourcing data from a variety of sources to combine, synthesise and analyse to generate insights
- Support key data platform and/or data scheduling jobs to support insights delivery to key audiences (e.g. frontline, other tribes)
- Lead, Optimise, Design and execute business interventions (customers and operational) to uplift customer engagement and business performance
- Develop tools and methods to fully profile customers and customer segment

What will be in your toolkit?

- Hands-on knowledge and experience with tools and techniques for analysis, data manipulation and presentation (e.g. SQL, Excel, etc.)
- Proven experience in data analysis, data mapping and data profiling activities.
- Experience with SQL and data warehousing
- Ability to effectively communicate to all stakeholders (technical and non-technical) is absolutely essential. Must have good written and oral communication skills and have some experience in requirement elicitation and requirement management
- High attention to detail and ability to operate without day-to-day direction. Must be self-driven, and be able to navigate your way around new tools and teams to gain the knowledge required in order to perform your role end-to-end.
- Ability to quickly grasp new content and pick up new skills and technologies. Able to understand data and process flows and map them through investigation and reverse-engineering
- Strong data visualisation skills (Qlik, Tableau, etc.) is a bonus
- Ability to ask for and give feedback. Share knowledge and align development across your chapter members

Data Engineer (EDIA)

About The Role

A **Data Engineer** designs, builds, tests and supports data structures and databases.

What might a day in the life look like?

- Enables continuous delivery practices to increase delivery speed
- Works in collaborative teams to build innovative solutions
- Utilises tools and practices to build, verify and deploy solutions in the most efficient ways, enhancing tech division capabilities
- Contributes a culture within the squad and tech area, encouraging best practices around reviews, quality and documentation
- Contributes to Engineering communities, meetups and conferences to promote technology development culture and practice
- Creates estimates and continuously reviews demand within the individual Squads/teams
- May create, understand and monitor data metrics

What will be in your toolkit?

- 2 years experience of SQL or Data Warehousing
- Hands-on knowledge and experience with tools and techniques for big data management (data warehouses, databases, and data lakes)
- Utilises tools and practices to build, verify and deploy solutions in the most efficient ways, enhancing tech division capabilities
- Strong ability to translate data insights into practical business recommendations
- Ability to effectively communicate to all stakeholders (technical and non-technical)
- Creates estimates and continuously reviews demand within the individual Squads/teams

Release Lead (AR&C)

About the opportunity?

As a **Release Lead** in the **Home Loans Tribe**, you will be responsible for converting business initiatives into cross-platform and/or potentially cross-Tribe releases of new features or enhancements. As part of the Tribe's 'Release Centre of Expertise' you will contribute to, and at times lead, the coordination & execution of release activities across the Tribe.

You will be supporting the embedding of robust Release governance into the Release cadence within the Tribe and support the wider group of Release Leads within the Tribe's Release COE. The Release COE spans Melbourne and Bangalore and has a great amount of experience in Release Management. The Tribe has recently revisited its Delivery Model and expanding the Release Lead capability is a key part of this exciting initiative.

What will be in your toolkit?

- Joint design of release plan with the Release COE and the Product Owners to ensure alignment of priority and timeframe between business portfolios and technology Domains
- You will be flexible enough to work across tribes however accountability is within a specific tribe
- Embed release engineering practices to influence the optimisation and flow of value through the releases
- Continuous aggregation and communication of backlog and feature progress, dependency progress and major impediments effecting the release
- Track and resolve impediments for the release
- Translation of business initiatives into cross-platform or cross-Tribe releases
- Fit-gap analysis and feasibility assessment across the platforms/Tribes within the domain against the scope/timeframe/value of release
- Provide input into value assessments and do-ability
- Lead the coordination and execution of release activities across Squad/s and/or Technology Areas

What might a day in the life look like?

- Experience working in an agile and/or waterfall environment, at scale
- Build your knowledge and understanding of business needs and technology domain
- Ability to improve on existing processes to allow for improved delivery by influencing squad engineering practices
- Be able to apply engineering principles and tools to effectively provision and co-ordinate complex interdependencies
- Ability to develop and agree value for change initiatives together with the Product Owner and track value through execution
- Prepare Change and Release Records for risk, compliance and implementation approvals
- Periodically participate in Release implementations

CyberArk Engineer (Employee Experience)

About The Role

The **Identity & Access Management Technology Area** provides and maintains Identity & Access capability, methodology and governance to enable our businesses and our people to access systems and services, simply, seamlessly and securely.

The **Privileged Access Management Squad** aims to secure, control, manage and monitor privileged access to ANZ's critical technology assets via the CyberArk platform.

Controls applied to ensure secure and authorized privileged access include:

- Password rotation and administration
- Multi Factor Authentication
- Privileged Session Isolation
- Privileged Access Logging & Monitoring
- On Demand Privileged Access

The **CyberArk engineer** will work with squad members to continually improve, enhance and integrate customers to the CyberArk platform, which in future will be via Dev Ops processes and tooling.

What might a day in the life look like?

- Enables continuous delivery practices to increase delivery speed
- Works in collaborative teams to build innovative solutions
- Utilises tools and practices to build, verify and deploy solutions in the most efficient ways, enhancing tech division capabilities
- Implements a culture within the Tribe and the Chapter, encouraging best practices around reviews, quality and documentation
- Contributes to Engineering communities, meetups and conferences to promote technology development culture and practices
- Provide ongoing support for platforms as required e.g. problem and incident management
- Creates estimates and continuously reviews demand within the individual Squads/teams
- May create, understand and monitor application metrics

What will be in your toolkit?

- Over 10 years of experience in Information Technology with preferable focus on privileged access management (PAM) and identity and access management (IAM)
- Over 3 years of experience in working on Privileged Access Management platforms, preferably CyberArk
- Expertise and experience in Dev Ops
- Experience in cloud deployment and management in either AWS or GCP

HashiCorp Vault Engineer (Employee Experience)

About The Role

The **Identity & Access Management Technology Area** provides and maintains Identity & Access capability, methodology and governance to enable our businesses and our people to access systems and services, simply, seamlessly and securely.

The **Secrets Management Squad** help applications securely store, retrieve, and rotate static or dynamic secrets for their build or runtime use cases programmatically.

The **HashiCorp Vault engineer** will work with squad members to continually improve, enhance and integrate customers to the HashiCorp Vault platform, which is managed via Dev Ops processes and tooling across On Premises, GCP, AWS and OpenShift environments.

What might a day in the life look like?

- Enables continuous delivery practices to increase delivery speed
- Works in collaborative teams to build innovative solutions
- Utilises tools and practices to build, verify and deploy solutions in the most efficient ways, enhancing tech division capabilities
- Implements a culture within the Tribe and the Chapter, encouraging best practices around reviews, quality and documentation
- Contributes to Engineering communities, meetups and conferences to promote technology development culture and practices
- Provide ongoing support for platforms as required e.g. problem and incident management
- Creates estimates and continuously reviews demand within the individual Squads/teams
- May create, understand and monitor application metrics

What will be in your toolkit?

- Over 10 years of experience in Information Technology with preferable focus on Secrets Management and identity and access management (IAM)
- Over 3 years of experience in working on Secrets Management platforms, preferably HashiCorp Vault
- Expertise in Dev Ops
- Experience in cloud deployment and management in either AWS or GCP

Engineer (Security)

About The Role

An Engineer designs, builds, tests and supports applications and/or underlying bank infrastructure. They work closely with squad members to ensure outcomes meet customer expectations.

What might a day in the life look like?

- Enables continuous delivery practices to increase delivery speed
- Works in collaborative teams to build innovative solutions
- Utilizes tools and practices to build, verify and deploy solutions in the most efficient ways, enhancing tech division capabilities
- Implements a culture within the Tribe and the Chapter, encouraging best practices around reviews, quality and documentation
- Contributes to Engineering communities, meetups and conferences to promote technology development culture and practices
- Provide ongoing support for platforms as required e.g. problem and incident management
- Creates estimates and continuously reviews demand within the individual Squads/teams
- May create, understand and monitor application metrics

What will be in your toolkit?

- Have a thirst and willingness to expand knowledge with new technologies bringing benefits into the Tribe
- Experienced in one or more roles previously eg: Front/Back end Engineer, Operations Engineer, Integration Engineer, Infrastructure Engineer, Security Engineer, Service Desk etc
- Ability to triage and diagnose defects/issues
- Experienced working with operations and architecture groups developing scalable and supportable solutions (desired but not mandatory)
- Understand customer needs to make sound judgments
- Pays attention to the detail and demonstrates problem solving capability to develop and deliver quality solutions
- Understanding of current state landscape and relevant technologies

Analyst (Security)

About The Role

An Analyst deeply understands the business environment to refine requirements to increase the quality and efficiency of the customer outcome being delivered by the Squad.

What might a day in the life look like?

- Partner with Product Owner to validate requirements and priority and ensure alignment to value
- Partnering with the Product Owner, Engineers and other people in your Squad to uncover dependencies and validate boundaries and sequencing of User Stories
- Collaborates with Product Owners and Engineers to translate business requirements into workable technology outcomes for the Squad
- Leverage tools for optimal collaboration (across geographies) and knowledge sharing
- Implements a culture within the Tribe and the Chapter, encouraging best practices around reviews, quality and documentation
- Creates estimates and continuously reviews demand within the individual Squads
- Identify opportunities for continuous improvement and implement solutions to perform more effective and efficient analysis
- Provide ongoing support for the platform as required e.g. problem / incident management
- Optimise workflow management to ensure traceability back to strategic alignment
- Verify and validate what is in production (especially after changes)

What will be in your toolkit?

- Experience in one or more Analyst roles previously, EG: Process Analyst, System Analyst, Business Analyst, Data Analyst, Operations Analyst
- Deep system knowledge to turn customer needs into business requirements and workable technology outcomes
- Experience in translating requirements into user stories and acceptance criteria
- Strong communication and presentation skills
- A desire to continuously learn new techniques / technologies and bring innovative ideas into the Squad
- Has a broad understanding of how to apply New Ways of Working to their role

Security Partner (Security)

About The Role

In Security Advisory and Engineering we develop and provide security expertise and consulting services to ANZ to help accelerate the delivery of change in a secure manner.

The Security partners with the business to ensure the bank's information is safe.

What might a day in the life look like?

- As a Security Partner, you will collaborate with the business, technology and regulators to ensure that security is prioritised and understood
- Provide expertise to tribes and squads to identify, design and consult on required controls to keep ANZ safe during, and as a result of change
- Validation that security requirements are delivered and results captured for aggregation and reporting
- Ensure product owners understand the impact arising from the lack of control in delivered features
- Single point of contact from engagement to delivery – the “front door” to the Security Domain

What will be in your toolkit?

- Very good understanding of security architecture, with the ability to develop, evaluate and critique design and integration models which facilitate scalability, extensibility and reusable solutions
- Skilful approach to developing and applying patterns for elegant solutions to meet to customer, regulatory and shareholder expectations
- Strong understanding of attack vectors and how to design and articulate security controls to protect against them
- Ability to articulate complex technical designs into requirements for consumption by delivery squads
- Industry / academic accreditations / certifications in Security, Architecture or Technology disciplines preferred (e.g. CISSP, SABSA, CISM, TOGAF, Bachelor Technology, ComSci, Engineering, etc)
- A willingness to develop an in-depth understanding of different technology stacks across the bank

Product Owner (Security)

About The Role

As a Product Owner, you will enable and inspire a multi-disciplinary team ('Squad') to pursue its mission, by guiding them on 'what' work should be completed by the squad, prioritizing tasks and ensuring that the work is strategically aligned to the tribe mission.

What might a day in the life look like?

- Use systems, processes and resources to help maintain and monitor ANZ's compliance to CPS 234
- Managing and continuously improving the methodology, supporting tools and dashboards for the measurement of information security control health and regulatory compliance within ANZ for senior management attention and decision making
- Gather and consolidate data from individual business unit assurance teams from across the bank to analyse obligation linkages and monitor control testing outcomes
- Providing information security and technology risk and control management guidance and consulting
- Develop and deliver an annual bank wide view of CPS 234 compliance for CISO attestation to the Australian Prudential Regulatory Authority
- Establish and manage a service to provide greater clarity on the exposure to the bank of ineffective 3rd party security controls
- Maintaining a register of third parties, including related parties (not just suppliers) and monitoring and reporting on their non-compliance
- Driving a 'no surprises' culture where risks and issues are identified and managed transparently

What will be in your toolkit?

- Strong knowledge of Technology Risk and Information Security processes and concepts, including ISO 27000, COBIT and regulatory requirements (e.g. CPS 234)
- Proven ability to create constructive relationships, influence and communicate, and manage key stakeholders
- Demonstrated experience in team leadership, people development and building a high performing team
- A track record of delivering large and complex initiatives within budget and time constraints and to deliver business outcomes
- An understanding of ANZ's "Ways of Working"

Chapter Lead (Security)

About The Role

As a Chapter Lead, you are also responsible for building world class capability in your chapter. You'll be a promoter and ambassador of the new culture and ways of working. You will bring knowledge or deep expertise on a specific topic and develop this expertise and capability in your chapter members.

Along with Product Owners and coaches, Chapter Leads care for and nurture the growth of their chapter members to ensure they are inspired by a sense of purpose and are continually building their mastery and autonomy. Chapter Leads are not full-time managers, they work as a squad member for ~50% of their time and manage people (across squads) for ~50% of their time.

What might a day in the life look like?

- Lead a team of technology experts and analysts, to ensure the Division has visibility of technology risks, with a strategy to ensure health of assets
- This includes developing data sets across risk, business and technology, performing data analysis for insights, and building automation of key control indicators for operational and technology risk
- Role is also to develop and execute the strategy, tools and solutions for maturity in risk analytics and insights and supporting our business risk management chapters to deliver risk expertise to business partners
- Overall responsibility for leading the data analytics function for Assurance
- Generate, monitor, present and analyse relevant risk insights, costs, benefits, and risks for customers, clients and cohort products; this could include business casing, what if scenarios and opportunity sizing & assessments
- Enable the efficient sourcing data from a variety of sources to combine, synthesize and analyze to generate insights, Lead, Optimise, Design and execute business interventions (customers and operational) to uplift customer engagement and business performance
- Responsibility for technical management of activities, in accordance with plans & processes, to successfully deliver squad and tribe outcomes
- Support the robust governance and controls frameworks required to secure and manage sensitive data
- Create and Promote the new culture and support personal development
- Develop Chapter Expertise
- Share knowledge and align development across your chapter members

What will be in your toolkit?

- Strong understanding of technology assurance and how systems impact operational risk
- A background in leading and delivering Data Analytics within Assurance and Risk
- Experience working with technology partners to deliver quality data analysis, products and services to a range of customers
- Ability to lead a multi-disciplinary team of experts and analysts to deliver iteratively on the chapters' mission
- Experience with Analytical tools (e.g., SAS, SQL, R)
- Expertise in operational risk management
- Ability to effectively communicate to all stakeholders (technical and non technical)

Analyst (ICS, Accounts)

About The Role

This Analyst role will sit within the Accounts, Infrastructure and Cloud Business Office.

What might a day in the life look like?

- As an Analyst in the Accounts squad, you will assist with the elaboration of epics and stories in the lead up to Tribe Planning
- You will help drive the squad forward to achieving its mission through pulling work from the backlog that aligns to your skillset and where you can add the most value
- The candidate gets an exposure to the latest Cloud technologies including Google Cloud Platform and AWS. In this role you will be part of a portfolio driving Cloud at scale at ANZ, and work side by side with the Business to set the focus on the maturity of the technology, systems and people

What will be in your toolkit?

- Experience with collecting, validating and interpreting data
- Identifying patterns and trends in data sets
- Ability to analyse data and translate into business insights to report back to the relevant customers and stakeholders
- Good verbal and written communication skills, with the ability to present data and insights in a simple and easy to consume manner
- Experience in using Excel to translate and present data
- Working alongside teams within the business or the management team to establish business needs
- An ability to work autonomously in an unstructured environment
- A strong work ethic and an ability to meet firm deadlines
- Great with people and know how to build and maintain relationships
- Excellent time management and prioritisation skills
- A resilient personality and comfortable with change
- Financial experience an advantage
- While Cloud knowledge or certifications will be benefit, the successful candidate will have an opportunity to learn and upskill, through experts within the team, in person training, online self-paced training and challenging work tasks. We also are looking for someone who has a desire to know more about our customers and help them along their cloud journey

Analyst (ICS, Governance)

About The Role

This Analyst role will sit within the Governance, Infrastructure and Cloud Business Office.

What might a day in the life look like?

- As an Analyst in the Governance squad, you would have a passion for data analysis with the ability to take data, create meaningful insights and visually represent them to stakeholders
- You will build strong relationships with Cloud vendors, Cloud Platform, Legal and Sourcing to monitor Cloud vendor performance in accordance to the ANZ Operational Contract Management Framework
- You will build and manage Confluence pages on the topics of governance, regulatory compliance and vendor management

What will be in your toolkit?

- A passion for data analysis with the ability to take data and glean insights, and represent them in a relevant and visually arresting way
- Great verbal and written communication skills, with the ability to articulate complex concepts in a simple and easy to consume manner
- Excellent time management and prioritisation skills
- Great with people and know how to build and maintain relationships
- A resilient personality and comfortable with change - able to overcome setbacks as they occur
- Good understanding of contract management is favorable
- Governance and policy analysis experience is an advantage
- While Cloud knowledge or certifications will be benefit, the successful candidate will have an opportunity to learn and upskill, through experts within the team, in person training, online self-paced training and challenging work tasks. We also are looking for someone who has a desire to know more about our customers and help them along their cloud journey

Business Analyst (Banking Services)

About The Role

An interest in making things better, collaborating with others and growing/developing Business Analysis skills. Support the co-integrated Business and Technology squad in rolling out our Payments Transformation or Risk Technology Transformation programs. Due to the high level of regulatory and compliance work attention to detail is a must.

What might a day in the life look like?

- Partner with Product Owners, Technology Teams and Business Teams to validate requirements and priority and ensure alignment to value
- Partnering with the Engineers, Testers and other people in your Squad to uncover dependencies and validate boundaries and sequencing of User Stories
- Collaborates across multiple squads to translate business requirements into workable technology outcomes for your Squad
- Grows a culture within the Squad and Chapter, encouraging best practices around reviews, quality and documentation
- Creates estimates and continuously reviews demand within the individual Squads
- Identify opportunities for continuous improvement and implement solutions to perform more effective and efficient analysis
- Verify and validate what is in production

What will be in your toolkit?

- Experience in one or more Analyst roles previously, EG: Process Analyst, System Analyst, Business Analyst, Data Analyst, Operations Analyst
- Willingness to develop deep system knowledge to turn customer needs into business requirements and workable technology outcomes
- Strong communication and presentation skills
- A desire to continuously learn new techniques / technologies and bring innovative ideas into the team

Journey Expert (Banking Services)

About The Role

An interest in making things better, collaborating with others and growing/developing Journey Expert skills. This role will involve engaging co-integrated Business and Technology squads to devise efficient strategies to support our Payments Transformation or Risk Technology Transformation programs.

What might a day in the life look like?

- Engage with customer groups (internal customers) to understand both stated and unstated need and ensure they are represented in the design of solutions
- Develop innovative data-driven insights on customer need
- Make effective decisions, balancing customer satisfaction, development, quality and risk
- Understand business architecture and processes to continuously improve, simplify and deliver a better customer experience
- Determine how best to deliver and embed change into the bank and to customers, integrating stakeholder needs
- Develop and facilitate learning frameworks

What will be in your toolkit?

- A passion and curiosity for customers, their needs and wants, putting them at the centre of everything you do
- A desire to optimise customer journeys and experiences
- Existing functional experience in one or more of the following disciplines: Business Analysis, Learning & Facilitation, Change Management / Implementation, Business Process Architecture, Performance excellence, Assurance
- Ability to explore customer needs in a data-driven way and develop innovative solutions, test the outcomes, and iterate
- Interest in and affinity for Technology

Engineer (Institutional, Regulatory & Risk)

About The Role

An Engineer designs, builds, tests and supports applications and/or underlying bank infrastructure. They work closely with squad members to ensure outcomes meet customer expectations.

The role will get an opportunity to work on applications within the Regulatory and Risk Technology squads which are built and running on a host of Technology Stack - primarily Java and J2EE Technologies , Spring Boot, Spring Framework, Hibernate , Microservices, MQ, Kafka, Apache Camel. There will be opportunity to work on a number of migration initiatives which have embarked on the AWS cloud journey.

What might a day in the life look like?

- Enables continuous delivery practices to increase delivery speed
- Works in collaborative teams to build innovative solutions
- Utilises tools and practices to build, verify and deploy solutions in the most efficient ways, enhancing tech division capabilities
- Implements a culture within the Tribe and the Chapter, encouraging best practices around reviews, quality and documentation
- Contributes to Engineering communities, meet ups and conferences to promote technology development culture and practices
- Provide on going support for platforms as required e.g. problem and incident management
Creates estimates and continuously reviews demand within the individual Squads/teams
May create, understand and monitor application metrics

What will be in your toolkit?

- Have a thirst and willingness to expand knowledge with new technologies bringing benefits into the Tribe
- Experienced in one or more roles previously eg: Front/Back end Engineer, Operations Engineer, Integration Engineer, Infrastructure Engineer, Security Engineer, Service Desk etc
- Ability to triage and diagnose defects/issues
- Experienced working with operations and architecture groups developing scalable and supportable solutions (desired but not mandatory)
- Understand customer needs to make sound judgments
- Pays attention to the detail and demonstrates problem solving capability to develop and deliver quality solutions
- Understanding of current state landscape and relevant technologies



An overview of Domain function and roles available in Australia

About the types of roles

On the following pages, you'll learn about the types of roles we have available within ANZ Technology, Australia.

For each role, you'll see a **Job profile** which describes activities and capabilities required for the role and what a day in the life might look like.

Some of the terminology relates to our new way of working. Don't worry, we'll be covering what this means during induction.

Some key terminology:

- Squad:** a team of around 6-9 people
- Tribe:** a collection of squads working together
- Chapter:** expertise from business and technology disciplines
- Product Owner:** guides the squad to pursue its mission "what to do"
- Sprint Planning:** shared understanding of work needed to be done and by whom

Note: You are **not** expected to have 100% of the capabilities required for the role, so if the type of role interests you and you feel that you have most of the capabilities described, then please apply.

Read on for more information about the roles

ANZx

Simply put, the ANZx project is about future-proofing the bank.

With our financial wellbeing principles in mind, we're developing new purpose-led customer propositions to ensure home owners who are with ANZ are financially healthier and own their home sooner, and business owners who bank with ANZ are financially healthier and more successful.

Analyst – Deeply understands the business environment to refine requirements to increase the quality and efficiency of the customer outcome being delivered by the Squad.

Engineer – Regulatory and Risk - designs, builds, tests and supports applications and/or underlying bank infrastructure.

Release Lead – Converts business initiatives into cross platform or cross tech area releases of new technology features or enhancements.

Australia Retail & Commercial

We deliver full end-to-end world class products and services in a digital platform to our Retail, Corporate and Commercial Banking customers. The domain will be fully integrated with New Ways Of Working (NWOW) to create a seamless customer experience.

Executive Assistant - Provide executive support to the Technology Area Lead on a 1:1 basis, with an emphasis on supporting not only the executive(s), but the overall cadence of the team.

Tester - Brings an engineered test approach and executes functional and non-functional tests, builds scripts and tools to create and improve existing test automations.

Engineer - Regulatory and Risk - designs, builds, tests and supports applications and/or underlying bank infrastructure.

Banking Services

Banking Services delivers critical and secure services for payments, fraud, risk management and architecture that enable our internal and external customers globally.

Journey Expert – Optimises existing end to end customer journeys and improves the customer experience by devising new, innovative solutions, services, products or propositions.

Business Analyst - Deeply understand the business environment to: Refine requirements to increase the quality and customer outcome being delivered by the Squad.

Enterprise Data & Intelligent Automation (EDIA)

We deliver enterprise solutions that makes the right data & automation services accessible to our people and customers, through tools and channels that drive faster and more informed decision-making, removing friction and ultimately delivering an excellent customer experience.

Journey Expert - Optimises existing end to end customer journeys and improves the customer experience by devising new, innovative solutions, services, products or propositions.

Data Analyst – Deeply understands the power of data to generate quality customer insights, manage information, identify trends and make decisions.

Data Engineer - Designs, builds, tests and supports data structures and databases.

Employee Experience

We connect our people, our workplaces and our technology to deliver an exceptional employee experience, making ANZ a great place to work.

CyberArk Engineer - Work with squad members to continually improve, enhance and integrate customers to the CyberArk platform, which in future will be via Dev Ops processes and tooling.

HashiCorp Vault Engineer - Work with squad members to continually improve, enhance and integrate customers to the HashiCorp Vault platform, which is managed via Dev Ops processes and tooling across On Premises, GCP, AWS and OpenShift environments.

Infrastructure & Cloud Services

Our Mission is to deliver industry-leading banking technology services that enable competitive advantage for our business partners in improving the financial wellbeing of all ANZ customers.

Analyst – Accounts: Assist with the elaboration of epics and stories in the lead up to Tribe Planning. You will help drive the squad forward to achieving its mission through pulling work from the backlog that aligns to your skillset and where you can add the most value.

Analyst - Governance: Deeply understands the power of data to generate quality customer insights, manage information, identify trends and make decisions.

Institutional

We enable our Institutional business partners and customers through providing stable, scalable, innovative and leading technology platforms and solutions which focus on great customer and banker experience, operational excellence and future ready technology.

Engineer - Regulatory and Risk - designs, builds, tests and supports applications and/or underlying bank infrastructure.

Security

We make ANZ a safe and more secure place to do business with by ensuring that our systems, and Corporate and Customer information is secured. The Security Domain has group-wide accountability for providing functional and thought leadership for information security and provides advice, guidance and the right tools to enable everyone in ANZ to protect our information Assets.

Analyst - Deeply understands the business environment to refine requirements to increase the quality and efficiency of the customer outcome being delivered by the Squad. (20 week fixed term contract role)

Journey Expert – Journey Expert optimises existing end-to-end customer journeys and improves the customer experience by devising new, innovative solutions, services, products or propositions. (20 week fixed term contract role)

Technology Operations

The Technology Operations domain ensures the operational performance of Technology services and everything that supports those services – the ones used right across ANZ – exceed customer expectations and regulatory requirements.

Analyst / Journey Expert - An Analyst deeply understands the business environment to refine requirements to increase the quality and efficiency of the customer outcome being delivered by the Squad. While a Journey Expert optimises existing end-to-end customer journeys and improves the customer experience by devising new, innovative solutions, services, products or propositions.

Analyst (ANZx)

About The Role

We've changed the way we run the Australia business, adopted a new way of working and introduced design thinking approaches so we can build a better ANZ for our customers today and in the future. The success of our Australia business – made up of Australia Retail & Commercial led by Mark Hand, and Digital & Australia Transformation led by Maile Carnegie - is dependent on having great people to deliver quality outcomes for our customers.

The ANZx team (Australia Business Transformation) is looking for people who are passionate about transformational change and doing great things for our customers, to help us redefine banking for the future. Join us as we reimagine services using the latest platforms and technology, to better support our customers' financial wellbeing.

As an Analyst, you will deeply refine requirements to increase the quality and efficiency of the customer outcomes being delivered by the Squad.

What might a day in the life look like?

- Partner with Product Owner to validate requirements and priority and ensure alignment to value
- Partnering with the Product Owner, Engineers and other people in your Squad to uncover dependencies and validate boundaries and sequencing of User Stories
- Collaborates with Product Owners and Engineers to translate business requirements into workable technology outcomes for the Squad
- Leverage tools for optimal collaboration (across geographies) and knowledge sharing
- Implements a culture within the Tribe and the Chapter, encouraging best practices around reviews, quality and documentation
- Creates estimates and continuously reviews demand within the individual Squads
- Identify opportunities for continuous improvement and implement solutions to perform more effective and efficient analysis
- Provide ongoing support for the platform as required e.g. problem / incident management
- Optimise workflow management to ensure traceability back to strategic alignment
- Verify and validate what is in production (especially after changes)

What will be in your toolkit?

- Experience in one or more Analyst roles previously, EG: Process Analyst, System Analyst, Business Analyst, Data Analyst, Operations Analyst
- Deep system knowledge to turn customer needs into business requirements and workable technology outcomes
- Experience in translating requirements into user stories and acceptance criteria
- Strong communication and presentation skills
- A desire to continuously learn new techniques / technologies and bring innovative ideas into the Squad
- Has a broad understanding of how to apply New Ways of Working to their role

Engineer (ANZx)

About The Role

We've changed the way we run the Australia business, adopted a new way of working and introduced design thinking approaches so we can build a better ANZ for our customers today and in the future. The success of our Australia business – made up of Australia Retail & Commercial led by Mark Hand, and Digital & Australia Transformation led by Maile Carnegie - is dependent on having great people to deliver quality outcomes for our customers.

The ANZx team (Australia Business Transformation) is looking for people who are passionate about transformational change and doing great things for our customers, to help us redefine banking for the future. Join us as we reimagine services using the latest platforms and technology, to better support our customers' financial wellbeing.

The Australia Transformation team is seeking talent as we look to reimagine banking for the future. As part of the team you will design and deliver compelling customer-centric solutions focused on improving the financial wellbeing of ANZ's retail and commercial customers. So if you're passionate about doing the best thing for our customers, simplifying products and services and using the latest technology to help our customers manage their money, buy and own homes and start and run businesses, then we'd love to hear from you.

Here at ANZ, **Engineering** is about delivering a seamless customer experience at scale through working with the rest of the business in an innovative, adaptive and agile way. This means you will get to:

Solve for problems and issues that matter. You'll work on providing solutions that make an impact to customers. You'll have a laser focus on customers, using human-centred design to provide simple and impactful solutions.

Develop both breadth and depth. We want great engineers, and we will foster our people's talent by giving opportunities to work on things that develop both your deep technical expertise, as well as your broad end-to-end understanding. At times you may be coding in a specific platform, and at other times you may work on enterprise-wide solutions across the business—either way, you get to work on missions that excites you.

Work Agile in multidisciplinary teams. You won't be faced with traditional hierarchies. Instead, working Agile means you will be constantly testing, iterating, and making rapid decisions as you go. You will get to self-organise and work in squads consisting of developers, ops engineers, customer journey experts and product owners who come from different domains.

Own it. Most importantly, you'll get to deliver end to end service, and shape how ANZ delivers on their commitment to providing great customer service through technology.

What might a day in the life look like?

- Enables continuous delivery practices to increase delivery speed
- Works in collaborative teams to build innovative solutions
- Utilises tools and practices to build, verify and deploy solutions in the most efficient ways, enhancing tech division capabilities
- Implements a culture within the Tribe and the Chapter, encouraging best practices around reviews, quality and documentation
- Contributes to Engineering communities, meetups and conferences to promote technology development culture and practices
- Provide ongoing support for platforms as required e.g. problem and incident management
- Creates estimates and continuously reviews demand within the individual Squads/teams
- May create, understand and monitor application metrics

What will be in your toolkit?

- Have a thirst and willingness to expand knowledge with new technologies bringing benefits into the Tribe
- Experienced in one or more roles previously eg: Front/Back end Engineer, Operations Engineer, Integration Engineer, Infrastructure Engineer, Security Engineer, Service Desk etc
- Ability to triage and diagnose defects/issues
- Experienced working with operations and architecture groups developing scalable and supportable solutions (desired but not mandatory)
- Understand customer needs to make sound judgments
- Pays attention to the detail and demonstrates problem solving capability to develop and deliver quality solutions
- Understanding of current state landscape and relevant technologies

Release Lead (ANZx)

About The Role

We've changed the way we run the Australia business, adopted a new way of working and introduced design thinking approaches so we can build a better ANZ for our customers today and in the future. The success of our Australia business – made up of Australia Retail & Commercial led by Mark Hand, and Digital & Australia Transformation led by Maile Carnegie - is dependent on having great people to deliver quality outcomes for our customers.

The ANZx team (Australia Business Transformation) is looking for people who are passionate about transformational change and doing great things for our customers, to help us redefine banking for the future. Join us as we reimagine services using the latest platforms and technology, to better support our customers' financial wellbeing.

As a **Release Lead**, you will convert business initiatives into cross-platform or cross-Tribe releases of new technology features or enhancements.

What might a day in the life look like?

- Experience working in an agile environment, at scale
- Demonstrated competency to deliver business outcomes of the various initiatives
- Strong knowledge and understanding of business needs and technology domain
- Ability to inform business prioritisation decisions while establishing and maintaining a high level of customer trust and confidence
- Ability to improve on existing processes to allow for improved delivery by influencing squad engineering practices
- Be able to apply engineering principles and tools to effectively provision and co-ordinate complex interdependencies
- Ability to develop and agree value for change initiatives and track value through execution

What will be in your toolkit?

- Joint design of release plan with Tribe Performance Lead and Tech Area Architect to ensure alignment of priority and timeframe between business portfolios and technology Domains
- You will be flexible enough to work across tribes however accountability is within a specific tribe
- Embed release engineering practices to influence the optimisation and flow of value through the releases
- Continuous aggregation and communication of backlog and feature progress, dependency progress and major impediments effecting the release
- Track and resolve impediments for the release
- Translation of business initiatives into cross-platform or cross-Tribe releases
- Fit-gap analysis and feasibility assessment across the platforms/Tribes within the domain against the scope/timeframe/value of release
- Provide input into value assessments and do-ability
- Lead the coordination and execution of release activities across Squad/s and/or Technology Areas

Executive Assistant (AR&C)

About The Role

As an **Executive Assistant** you will provide executive support to the **Technology Area Lead** on a 1:1 basis. The role is an evolution of a traditional EA role, with an emphasis on supporting not only the executive(s), but the overall cadence of the team.

Some of the tasks that these roles will be responsible for include: executive support; supporting and coordinating the cadence and operating rhythm of the area; managing costs, travel, catering, functions, property and technology needs; and monitoring expenses. In some areas this may also include some logistics and asset management. The EA will also provide support to the Lead with diary management and general tasks that help the area to run smoothly.

This may include managing portfolio days, tribe days and assisting the Portfolio Operations Lead & Tribe Performance Leads with logistics or events.

What might a day in the life look like?

- Diary management for the Lead and helping them to prioritise their time
- Tracking and Management of invoices incurred by the area
- Co-ordinate Portfolio Planning days as required and along with the Tribe Performance Lead co-ordinate Tribe planning days as required
- Support the set up and ongoing running of assets across the area
- Collaborate and connect with stakeholders within your area and in other areas
- General problem solving and take a proactive approach to remove roadblocks for your area
- Development and execution of key events for your area
- Tracking dependencies and risk for your area

What will be in your toolkit?

- A positive, can do attitude
- Excellent administrative and organisational skills
- Some experience managing small projects, initiatives or events
- Curiosity and a willingness to constantly test and revise your own thinking
- Experience in diary management
- Able to manage priorities and conflicting issues in a professional manner
- Proven ability to build strong, open and collaborative working relationships
- Demonstrated ability to use initiative
- Proactive by taking action and being persistent in addressing issues

Tester (AR&C)

About The Role

As a **Tester in Digital Customer Experience Tribe**, you will bring an engineered test approach and executes functional and non-functional tests, builds scripts and tools to create and improve existing test automations. You will be trying to break the product to find vulnerabilities with an aim to deliver a quality product to millions of customers. A tester also collaborates with Analysts and Engineers to solve problems to ensure a seamless customer experience.

You will be part of an Agile team, understanding the requirements, scripting the test scenarios, automating tests, executing the tests, reporting defects and retesting. You will also be participating in Tribe level regression testing as part of a delivery cycle.

What might a day in the life look like?

- Collaborating with the product owner, engineers, analysts and other people in your Squad to identify risks early and helps to prevent and fix bugs as they arise, improving quality from the outset. (Test early and test often)
- Understanding customer needs and ensuring tests cases are designed to meet acceptance criteria
- Coaching engineers to have test driven development approaches to avoid coding defects
- Designing test approaches and optimizing test execution across functional and non-functional coverage
- Building scripts and tools to implement and continuously improve test outcomes
- Identifying opportunities for testing continuous improvement and implement solutions to perform more effective and efficient testing
- Ensuring the necessary hygiene and traceability for test case creation, script creation, test execution and defect logging in a tool system
- Create acceptance criteria and provide estimates for their work
- Influence analysts and engineers to have a testing mindset by contributing to and / or supporting analysis and design activities

What will be in your toolkit?

- Well versed with test automation approaches and experience with various tools
- Proven analytical capabilities to evaluate test results
- Proven ability to respond to change quickly, including changing, adding, or improving test cases
- An eye for detail, able to identify risks and issues sooner rather than later and not afraid to call them out
- Someone with a resilient personality who is comfortable with change and able to overcome setbacks as they occur
- A continuous and pragmatic problem solver that can act collaboratively to work through issues
- Proficient in driving white box testing approaches
- Able to prove the quality of the solution through adequate and fit for purpose test coverage
- Ability to take a Risk Analysis approach to testing
- A quality mindset, to ensure testing occurs early and often
- Ability to contribute and / or support analysis and design activities (for example contribute to acceptance criteria of user stories, participate in design discussions)

Engineer (AR&C)

About The Role

As an **Engineer** in the **Customer Authentication Tribe**, you'll be working as part of a cross-functional team on the omni-channel identity platform, expanding our IAM services and progressive web apps. You will also be focused on helping teams build a best in class engineering practice in Financial Services.

What might a day in the life look like?

- Enabling continuous delivery practices to increase delivery speed
- Working in collaborative teams to build innovative solutions
- Utilising tools and practices to build, verify and deploy solutions in the most efficient ways, enhancing tech division capabilities
- Implementing a culture within the Tribe and the Chapter, encouraging best practices around reviews, quality and documentation
- Contributes to Engineering communities, meetups and conferences to promote technology development culture and practices
- Provide ongoing support for platforms as required e.g. problem and incident management
- Creates estimates and continuously reviews demand within the individual Squads/teams
- May create, understand and monitor application metrics

What will be in your toolkit?

- Knowledge and practical experience designing and developing modern CIAM technologies such as Forgerock, Ping and AuthO or progressive development of platforms from oracle, CA etc
- Experience in modern development practices and languages such as: Java, Go, NodeJS, Python and JavaScript/React
- Extensive experience with SAML, SCIM, OAuth, OpenID and forms based authentication, as well as general networking technologies including HTTP/S, SSL/TLS, TCP/IP, RADIUS, Firewall, Proxy etc
- Experience with CIAM and API-based design/development highly desirable
- Experience with continuous integration/delivery. Tooling such as Git/GitHub, Bamboo/Jenkins, , Gradle, NPM/Yarn, SonarQube, Spinnaker, Google Cloud Build (desirable)
- Have a thirst and willingness to expand knowledge with new technologies bringing benefits into the Tribe
- Contribute to the design and architecture of the multiple concurrent projects, developing scalable and supportable applications
- Design, implement, POC, triage and diagnose defects/issues across the full stack

Journey Expert (Banking Services)

About The Role

- An interest in making things better, collaborating with others and growing/developing Journey Expert skills.
- This role will involve engaging co-integrated Business and Technology squads to devise efficient strategies to support our Payments Transformation or Risk Technology Transformation programs.

What might a day in the life look like?

- Engage with customer groups (internal customers) to understand both stated and unstated need and ensure they are represented in the design of solutions
- Develop innovative data-driven insights on customer need
- Make effective decisions, balancing customer satisfaction, development, quality and risk
- Understand business architecture and processes to continuously improve, simplify and deliver a better customer experience
- Determine how best to deliver and embed change into the bank and to customers, integrating stakeholder needs
- Develop and facilitate learning frameworks

What will be in your toolkit?

- A passion and curiosity for customers, their needs and wants, putting them at the centre of everything you do
- A desire to optimise customer journeys and experiences
- Existing functional experience in one or more of the following disciplines:
 - Business Analysis, Learning & Facilitation, Change Management / Implementation, Business Process Architecture, Performance excellence, Assurance
- Ability to explore customer needs in a data-driven way and develop innovative solutions, test the outcomes, and iterate
- Interest in and affinity for Technology

Business Analyst (Banking Services)

About The Role

- An interest in making things better, collaborating with others and growing/developing Business Analysis skills.
- Support the co-integrated Business and Technology squad in rolling out our Payments Transformation or Risk Technology Transformation programs. Due to the high level of regulatory and compliance work attention to detail is a must.

What might a day in the life look like?

- Partner with Product Owners, Technology Teams and Business Teams to validate requirements and priority and ensure alignment to value
- Partnering with the Engineers, Testers and other people in your Squad to uncover dependencies and validate boundaries and sequencing of User Stories
- Collaborates across multiple squads to translate business requirements into workable technology outcomes for your Squad
- Grows a culture within the Squad and Chapter, encouraging best practices around reviews, quality and documentation
- Creates estimates and continuously reviews demand within the individual Squads
- Identify opportunities for continuous improvement and implement solutions to perform more effective and efficient analysis
- Verify and validate what is in production

What will be in your toolkit?

- Experience in one or more Analyst roles previously, EG: Process Analyst, System Analyst, Business Analyst, Data Analyst, Operations Analyst
- Willingness to develop deep system knowledge to turn customer needs into business requirements and workable technology outcomes
- Strong communication and presentation skills
- A desire to continuously learn new techniques / technologies and bring innovative ideas into

Journey Expert (EDIA)

About The Role

A **Journey Expert** optimises existing end-to-end customer journeys and improves the customer experience by devising new, innovative solutions, services, products or propositions.

What might a day in the life look like?

- Participating in VSM and Discovery session interviews
- Documenting root causes
- Research into potential solutions and their feasibility with the tools team and ServiceNow contact
- Documenting change designs and creating mock-ups
- Creating Demo pack to explain the changes with visuals (mock-ups or UAT screenshots)
- Comfort engaging and briefing senior level stakeholders
- Preparing for UAT & go live and participating in change management activities that support implementation of process changes

What will be in your toolkit?

- An intense passion and curiosity for customers, their needs and wants, putting them at the centre of everything you do
- Interest/experience with process design and documentation
- A desire to optimise customer journeys and experiences
- Existing functional experience or expertise in one or more of the following disciplines:
 - Business Analysis, Learning & Facilitation, Change Management / Implementation, Business Process Architecture, Performance excellence, Assurance
- Ability to explore customer needs in a data-driven way, develop and implement innovative solutions, test the outcomes, and iterate
- Interest in and affinity for Technology

Data Analyst (EDIA)

About The Role

A **Data Analyst** deeply understands the power of data to generate quality customer insight, manage information, identify trends and make decisions.

What might a day in the life look like?

- Perform data analysis within different Tribes in order to support individual missions of Squads
- Sourcing data from a variety of sources to combine, synthesise and analyse to generate insights
- Support key data platform and/or data scheduling jobs to support insights delivery to key audiences (e.g. frontline, other tribes)
- Lead, Optimise, Design and execute business interventions (customers and operational) to uplift customer engagement and business performance
- Develop tools and methods to fully profile customers and customer segments

What will be in your toolkit?

- Hands-on knowledge and experience with tools and techniques for analysis, data manipulation and presentation (e.g. SQL, Excel, etc)
- Proven experience in data analysis, data mapping and data profiling activities
- Experience with SQL and data warehousing
- Ability to effectively communicate to all stakeholders (technical and non-technical) is absolutely essential. Must have good written and oral communication skills and have some experience in requirement elicitation and requirement management
- High attention to detail and ability to operate without day-to-day direction. Must be self-driven, and be able to navigate your way around new tools and teams to gain the knowledge required in order to perform your role end-to-end
- Ability to quickly grasp new content and pick up new skills and technologies. Able to understand data and process flows and map them through investigation and reverse-engineering
- Strong data visualisation skills (Qlik, Tableau, etc.) is a bonus
- Ability to ask for and give feedback. Share knowledge and align development across your chapter members

Data Engineer (EDIA)

About The Role

A **Data Engineer** designs, builds, tests and supports data structures and databases.

What might a day in the life look like?

- Enables continuous delivery practices to increase delivery speed
- Works in collaborative teams to build innovative solutions
- Utilises tools and practices to build, verify and deploy solutions in the most efficient ways, enhancing tech division capabilities
- Contributes a culture within the squad and tech area, encouraging best practices around reviews, quality and documentation
- Contributes to Engineering communities, meetups and conferences to promote technology development culture and practice
- Creates estimates and continuously reviews demand within the individual Squads/teams
- May create, understand and monitor data metrics

What will be in your toolkit?

- 2 years experience of SQL or Data Warehousing
- Hands-on knowledge and experience with tools and techniques for big data management (data warehouses, databases, and data lakes)
- Utilises tools and practices to build, verify and deploy solutions in the most efficient ways, enhancing tech division capabilities
- Strong ability to translate data insights into practical business recommendations
- Ability to effectively communicate to all stakeholders (technical and non-technical)
- Creates estimates and continuously reviews demand within the individual Squads/teams

CyberArk Engineer (Employee Experience)

About The Role

The **Identity & Access Management Technology Area** provides and maintains Identity & Access capability, methodology and governance to enable our businesses and our people to access systems and services, simply, seamlessly and securely.

The **Privileged Access Management Squad** aims to secure, control, manage and monitor privileged access to ANZ's critical technology assets via the CyberArk platform.

Controls applied to ensure secure and authorized privileged access include:

- Password rotation and administration
- Multi Factor Authentication
- Privileged Session Isolation
- Privileged Access Logging & Monitoring
- On Demand Privileged Access

The **CyberArk engineer** will work with squad members to continually improve, enhance and integrate customers to the CyberArk platform, which in future will be via Dev Ops processes and tooling.

What might a day in the life look like?

- Enables continuous delivery practices to increase delivery speed
- Works in collaborative teams to build innovative solutions
- Utilises tools and practices to build, verify and deploy solutions in the most efficient ways, enhancing tech division capabilities
- Implements a culture within the Tribe and the Chapter, encouraging best practices around reviews, quality and documentation
- Contributes to Engineering communities, meetups and conferences to promote technology development culture and practices
- Provide ongoing support for platforms as required e.g. problem and incident management
- Creates estimates and continuously reviews demand within the individual Squads/teams
- May create, understand and monitor application metrics

What will be in your toolkit?

- Over 10 years of experience in Information Technology with preferable focus on privileged access management (PAM) and identity and access management (IAM)
- Over 3 years of experience in working on Privileged Access Management platforms, preferably CyberArk
- Expertise and experience in Dev Ops
- Experience in cloud deployment and management in either AWS or GCP

HashiCorp Vault Engineer (Employee Experience)

About The Role

The **Identity & Access Management Technology Area** provides and maintains Identity & Access capability, methodology and governance to enable our businesses and our people to access systems and services, simply, seamlessly and securely.

The **Secrets Management Squad** help applications securely store, retrieve, and rotate static or dynamic secrets for their build or runtime use cases programmatically.

The **HashiCorp Vault engineer** will work with squad members to continually improve, enhance and integrate customers to the HashiCorp Vault platform, which is managed via Dev Ops processes and tooling across On Premises, GCP, AWS and OpenShift environments.

What might a day in the life look like?

- Enables continuous delivery practices to increase delivery speed
- Works in collaborative teams to build innovative solutions
- Utilises tools and practices to build, verify and deploy solutions in the most efficient ways, enhancing tech division capabilities
- Implements a culture within the Tribe and the Chapter, encouraging best practices around reviews, quality and documentation
- Contributes to Engineering communities, meetups and conferences to promote technology development culture and practices
- Provide ongoing support for platforms as required e.g. problem and incident management
- Creates estimates and continuously reviews demand within the individual Squads/teams
- May create, understand and monitor application metrics

What will be in your toolkit?

- Over 10 years of experience in Information Technology with preferable focus on Secrets Management and identity and access management (IAM)
- Over 3 years of experience in working on Secrets Management platforms, preferably HashiCorp Vault
- Expertise in Dev Ops
- Experience in cloud deployment and management in either AWS or GCP

Analyst (ICS, Accounts)

About The Role

This Analyst role will sit within the Accounts, Infrastructure and Cloud Business Office.

What might a day in the life look like?

As an Analyst in the Accounts squad, you will assist with the elaboration of epics and stories in the lead up to Tribe Planning. You will help drive the squad forward to achieving its mission through pulling work from the backlog that aligns to your skillset and where you can add the most value.

The candidate gets an exposure to the latest Cloud technologies including Google Cloud Platform and AWS. In this role you will be part of a portfolio driving Cloud at scale at ANZ, and work side by side with the Business to set the focus on the maturity of the technology, systems and people.

What will be in your toolkit?

- Experience with collecting, validating and interpreting data
- Identifying patterns and trends in data sets
- Ability to analyse data and translate into business insights to report back to the relevant customers and stakeholders
- Good verbal and written communication skills, with the ability to present data and insights in a simple and easy to consume manner
- Experience in using Excel to translate and present data
- Working alongside teams within the business or the management team to establish business needs
- An ability to work autonomously in an unstructured environment
- A strong work ethic and an ability to meet firm deadlines
- Great with people and know how to build and maintain relationships
- Excellent time management and prioritisation skills
- A resilient personality and comfortable with change
- Financial experience an advantage
- While Cloud knowledge or certifications will be benefit, the successful candidate will have an opportunity to learn and upskill, through experts within the team, in person training, online self-paced training and challenging work tasks. We also are looking for someone who has a desire to know more about our customers and help them along their cloud journey

Analyst (ICS, Governance)

About The Role

This Analyst role will sit within the Governance, Infrastructure and Cloud Business Office.

What might a day in the life look like?

As an Analyst in the Governance squad, you would have a passion for data analysis with the ability to take data, create meaningful insights and visually represent them to stakeholders.

You will build strong relationships with Cloud vendors, Cloud Platform, Legal and Sourcing to monitor Cloud vendor performance in accordance to the ANZ Operational Contract Management Framework.

You will build and manage Confluence pages on the topics of governance, regulatory compliance and vendor management.

What will be in your toolkit?

- A passion for data analysis with the ability to take data and glean insights, and represent them in a relevant and visually arresting way
- Great verbal and written communication skills, with the ability to articulate complex concepts in a simple and easy to consume manner
- Excellent time management and prioritisation skills
- Great with people and know how to build and maintain relationships
- A resilient personality and comfortable with change - able to overcome setbacks as they occur
- Good understanding of contract management is favourable
- Governance and policy analysis experience is an advantage
- While Cloud knowledge or certifications will be benefit, the successful candidate will have an opportunity to learn and upskill, through experts within the team, in person training, online self-paced training and challenging work tasks. We also are looking for someone who has a desire to know more about our customers and help them along their cloud journey

Engineer (INSTO, Regulatory and Risk)

About The Role

An **Engineer** designs, builds, tests and supports applications and/or underlying bank infrastructure. They work closely with squad members to ensure outcomes meet customer expectations.

The role will get an opportunity to work on applications within the Regulatory and Risk Technology squads which are built and running on a host of Technology Stack - primarily Java and J2EE Technologies , Spring Boot, Spring Framework, Hibernate , Microservices, MQ, Kafka, Apache Camel. There will be opportunity to work on a number of migration initiatives which have embarked on the AWS cloud journey.

What might a day in the life look like?

- Enables continuous delivery practices to increase delivery speed
- Works in collaborative teams to build innovative solutions
- Utilises tools and practices to build, verify and deploy solutions in the most efficient ways, enhancing tech division capabilities
- Implements a culture within the Tribe and the Chapter, encouraging best practices around reviews, quality and documentation
- Contributes to Engineering communities, meet ups and conferences to promote technology development culture and practices
- Provide on going support for platforms as required e.g. problem and incident management
- Creates estimates and continuously reviews demand within the individual Squads/teams
- May create, understand and monitor application metrics

What will be in your toolkit?

- Have a thirst and willingness to expand knowledge with new technologies bringing benefits into the Tribe
- Experienced in one or more roles previously eg: Front/Back end Engineer, Operations Engineer, Integration Engineer, Infrastructure Engineer, Security Engineer, Service Desk etc
- Ability to triage and diagnose defects/issues
- Experienced working with operations and architecture groups developing scalable and supportable solutions (desired but not mandatory)
- Understand customer needs to make sound judgments
- Pays attention to the detail and demonstrates problem solving capability to develop and deliver quality solutions
- Understanding of current state landscape and relevant technologies

*** 20 Week Contract Role ***

Analyst (Security)

About The Role

An Analyst deeply understands the business environment to:

- Refine requirements to increase the quality and efficiency of the customer outcome being delivered by the Squad.

What might a day in the life look like?

- Partner with Product Owner to validate requirements and priority and ensure alignment to value
- Partnering with the Product Owner, Engineers and other people in your Squad to uncover dependencies and validate boundaries and sequencing of User Stories
- Collaborates with Product Owners and Engineers to translate business requirements into workable technology outcomes for the Squad
- Leverage tools for optimal collaboration (across geographies) and knowledge sharing
- Implements a culture within the Tribe and the Chapter, encouraging best practices around reviews, quality and documentation
- Creates estimates and continuously reviews demand within the individual Squads
- Identify opportunities for continuous improvement and implement solutions to perform more effective and efficient analysis
- Provide ongoing support for the platform as required e.g. problem / incident management
- Optimise workflow management to ensure traceability back to strategic alignment
- Verify and validate what is in production (especially after changes)

What will be in your toolkit?

- Experience in one or more Analyst roles previously, EG: Process Analyst, System Analyst, Business Analyst, Data Analyst, Operations Analyst
- Deep system knowledge to turn customer needs into business requirements and workable technology outcomes
- Experience in translating requirements into user stories and acceptance criteria
- Strong communication and presentation skills
- A desire to continuously learn new techniques / technologies and bring innovative ideas into the Squad
- Has a broad understanding of how to apply New Ways of Working to their role

*** 20 Week Contract Role ***

Journey Expert (Security)

About The Role

Your mission if you choose to accept is to rethink existing processes and services to deliver more value to customers in an agile environment through improvements in cost, quality, experience and speed.

Key priorities include contributing to delivering initiatives aligned to product and service roadmaps. Coordinating, supporting and championing agile ceremonies and working practices.

As a **Journey Expert**, your role is to optimise existing end-to-end customer journeys and improve the customer experience by devising new, innovative solutions, processes, services, products or propositions. You will have an intense passion and curiosity for customers, their needs and wants, putting them at the centre of everything you do. You will readily apply and share your expertise whilst also be willing to broaden and develop your skillset.

Together, our team will work across a number of initiatives with a view to simplify, automate and transform Security Advisory & Engineering processes and services. Key responsibilities include:

- Define and document the complete future-state process model
- Assesses impacts to the business; plan how to address them
- Work across the team to shape the change, learning and communications materials needed to take the business to the desired future-state
- Design and document a seamless Implementation Plan
- Take the business through the change, executing on the agreed implementation approach
- Review and execute business change communications and other strategic communications as required, ensuring the business remains informed and all items are 'on message'

Who are you?

- **A team player** – You know we only win if we all win. You recognise and value the different perspectives and skills your colleagues bring. It is not about being a hero but jumping in and contributing to the successful delivery of the team's mission
- **The customer's biggest fan** – You demonstrate a thirst for better understanding the customer and define the problem and develop solutions through their eyes
- **Comfortable being uncomfortable** – You are comfortable with uncertainty and have the ability to effectively manage yourself through ambiguity and change
- **Continuous improvement** junkie – You constructively challenge the status quo, look for better ways to do things and passionately advocate continuous improvement
- **Committed to your own and other's growth** – You strive to stretch and grow yourself and others by identifying your own development areas, seeking feedback and providing feedback to others to help them learn and grow everyday
- **A problem solver** – You are energised by tackling complex problems and use critical thinking, your network, skills, knowledge, and available data to drive better outcomes for our customers and the bank
- **Risk savvy** – You build sustainable solutions that protect customers, stakeholders and the community

Analyst / Journey Expert (Tech Ops)

About The Role

An **Analyst** deeply understands the business environment to refine requirements to increase the quality and efficiency of the customer outcome being delivered by the Squad.

A **Journey Expert** optimises existing end-to-end customer journeys and improves the customer experience by devising new, innovative solutions, services, products or propositions.

What might a day in the life look like?

- Partner with Product Owner to validate requirements and priority and ensure alignment to value
- Partnering with the Product Owner, Engineers and other people in your Squad to uncover dependencies and validate boundaries and sequencing of User Stories
- Collaborates with Product Owners and Engineers to translate business requirements into workable technology outcomes for the Squad
- Leverage tools for optimal collaboration (across geographies) and knowledge sharing
- Implements a culture within the Tribe and the Chapter, encouraging best practices around reviews, quality and documentation
- Creates estimates and continuously reviews demand within the individual Squads
- Identify opportunities for continuous improvement and implement solutions to perform more effective and efficient analysis
- Provide ongoing support for the platform as required e.g. problem / incident management
- Optimise workflow management to ensure traceability back to strategic alignment
- Verify and validate what is in production (especially after changes)
- Engage with customer groups to understand both stated and unstated needs
- Uncover customer needs and ensure they are represented in the design of solutions
- Follow through to ensure customers experience changes made – the work does not stop at implementation
- Make effective decisions, balancing customer satisfaction, brand development, quality and risk
- Develop innovative data-driven insights on customer needs
- Ensure customer solutions are elegant in their simplicity. This includes working with Technology to ensure architecture is continually simplified and ensuring alignment with other squads/tribes on end-to-end customer journeys
- Depending on the tech area you are in you will develop, implement and realise customer propositions, campaigns and promotional activities for our customers and optimise based on continuous feedback loop
- Understand business architecture and processes to continuously improve, simplify and deliver a better customer experience
- Determine how best to deliver and embed change into the bank and to customers, integrating stakeholder needs
- Develop and facilitate learning frameworks

What will be in your toolkit?

- Experience in one or more Analyst roles previously, EG: Process Analyst, System Analyst, Business Analyst, Data Analyst, Operations Analyst
- Deep system knowledge to turn customer needs into business requirements and workable technology outcomes
- Experience in translating requirements into user stories and acceptance criteria
- Strong communication and presentation skills
- A desire to continuously learn new techniques / technologies and bring innovative ideas into the Squad
- Has a broad understanding of how to apply New Ways of Working to their role
- An intense passion and curiosity for customers, their needs and wants, putting them at the centre of everything you do
- A desire to optimise customer journeys and experiences
- Existing functional experience or expertise in one or more of the following disciplines:
 - Business Analysis, Learning & Facilitation, Change Management / Implementation, Business Process Architecture, Performance excellence, Assurance
- Ability to explore customer needs in a data-driven way, develop and implement innovative solutions, test the outcomes, and iterate
- Domain or segment knowledge relevant to the tech area / tribe you are interested in joining (desired, but not mandatory)
- An end-to-end appreciation of the customer journeys your tribe / tech area will be working on (desired, but not mandatory)
- Interest in and affinity for Technology



About ANZ New Zealand Technology

ANZ NZ Technology is focused on simplifying how we provide technology across the Bank to deliver more of the things that matter to our customers, faster.

Our structure is aligned to our customer segments ensuring what we deliver is relevant to our customers. We're driven by excellence in execution and simplification, supported by a strong culture that supports diversity, inclusivity, innovation and thought leadership.

The ANZ Return to Work program will work a little differently in New Zealand. In NZ, the program will run for 20 weeks where you will be embedded in a Technology team and be part of the team delivering great customer outcomes.

The purpose of the NZ program is for you to be given opportunities to build your experience and skills in areas of where you are passionate in Technology. ANZ NZ teams who are keen to work and support you have roles in Security, Engineering, Data, Business Analysts and Project Managers and many more.

If you are passionate about Technology, and are the right team and ANZ fit, we look forward to meeting you.

Questions? Check out our [website](#) or email us NZreturntowork@anz.com