

Role Description

Middleware Developer, Technology.



Cluster	Department of Creative Industries, Tourism, Hospitality and Sport
Agency	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 4 Level 3
Kind of Employment	Enterprise Agreement – Temporary Contract
OSCA Code	1332361
PCAT Code	272232
Role Number	NEW
Date of Approval	March 2026
Agency Website	http://www.sydneyoperahouse.com

AGENCY OVERVIEW

The Sydney Opera House is an Executive Agency of the NSW Department of Creative Industries, Tourism, Hospitality and Sport. The Opera House is operated and maintained for the Government of NSW by the Sydney Opera House Trust, which is constituted as a body corporate under the Sydney Opera House Trust Act 1961.

The Sydney Opera House is a living work of art. A place of possibility and wonder - on and off the stage. We bring people together to be uplifted, empowered and entertained.

Our ambition is to be Everyone's House; where we aim to better understand and connect with community; to be a place where everyone feels welcome; to be future ready and to lead and inspire positive change.

To make this real, we are focused on four themes that underpin our organisational values (Creativity, Courage, Inclusivity, Integrity, Collaboration and Care):

- We better understand and connect with community.
- Everyone feels welcome here.
- We are future ready.
- We lead and inspire positive change.

Further detail on strategic direction is set out in the [SOH Strategy 2024-26](#).

PURPOSE OF THE ROLE

The Middleware Developer will be responsible for maintaining and enhancing existing integrations across a diverse ecosystem of complex, evolving business systems. This role requires strong expertise in integration frameworks, APIs, and messaging technologies to ensure reliable data flow and system interoperability. The successful candidate will troubleshoot and resolve issues across multiple platforms, adapt integrations to support ongoing application and infrastructure changes, and proactively improve stability, performance, and scalability.

The Middleware Developer plays a central role in delivering new initiatives and project outcomes by translating business and technical requirements into effective integration solutions for the Sydney Opera House's back office systems, ensuring new solutions are robust, scalable and aligned with project and organisational objectives.

The Middleware Developer will be responsible for maintaining clear, accurate, and up-to-date documentation of integration technologies, workflows, and system dependencies within the organisation's wiki. This includes creating and updating technical diagrams, interface specifications, configuration details, and support procedures to ensure all stakeholders have a reliable source of truth.

KEY ACCOUNTABILITIES

- Develop, maintain, and support integration applications across multiple complex systems such as Azure, M365, Oracle HCM, Rostering, Payroll, Identity Management, Access Management, Event Management, Ticketing and Finance systems. This includes proactively identifying and actioning issues and opportunities in a timely manner as they arise to maintain business continuity and drive the continuous improvement of teams and processes
- Provide detailed technical expertise, development, and deployment input across complex integration solutions.

- Use extensive experience and knowledge to estimate effort to design, build, deploy and test based on integration patterns and complexity
- Take ongoing ownership of integrations, including improvement, enhancement, performance tuning, testing and diagnosis, and provides ownership of technical design documentation
- Maintain clear, accurate, and up-to-date documentation of integration technologies, workflows, and system dependencies within the organisation's wiki. This includes creating and updating technical diagrams, interface specifications, configuration details, and support procedures to ensure all stakeholders have a reliable source of truth.
- Contribute to strategic planning for technology architecture, roadmaps, programs and projects
- Oversee contingent/contract partners and developers to ensure development and testing standards are being met and project work is progressing to meet project timelines
- Cultivate highly effective relationships with external consultants and cross functional teams, such as product owners, technical leads, systems admins, and support.

KEY CHALLENGES

- Working with a range of stakeholders with limited understanding of modern integration technology and platform capabilities, and converting business requirements and requests into clear functional and technical requirements that can be executed.
- Collaborate with cross functional teams to architect and design a fit-for-purpose platform and integration architecture, considering patterns, performance, security, scalability, and maintainability
- Manage capacity, resilience, and flexibility of a complex and dynamic business covering performing arts, tourism, retail and building/asset management.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Enterprise Architect	Receive strategic and operational direction, provide advice, escalate issues
Technology Leadership Team	Under broad direction, take principal responsibility for providing highly expert solution design and implementation
Infrastructure and Applications teams	Coordinating on support and projects with application owners, database administrators and system admins.
Information Management Team	Ensure all work complies with security best practice and policy.
Business Analyst	Work closely with the Business Analyst team to analyse, define, and communicate requirements, ensuring that solutions are delivering value for the business.
Business Stakeholders	Working closely within cross discipline teams and with business stakeholders to contribute significantly to defining solutions that delivers the most value and best meets needs of our business stakeholders.
External	
Platform vendors	Maintain a good understanding of platform capability and functionality for all key platforms used, to facilitate the opportunity to recommend improvements that deliver against requirements and improve the customer experience.

ROLE DIMENSIONS

Decision Making

The role has autonomy to develop integrations and solution designs based on approved business requirements, and to actively suggest improvements to aid the implementation of the Sustainable Operating Model program of works. The role also has autonomy to troubleshoot and resolve any middleware or integration issues that arise in any of the systems within the role's remit to ensure business continuity.

The role liaises with the Enterprises Architect, Technology Leadership, and project stakeholders to resolve complex issues, to integrate with other projects or for the reallocation of priorities.

Reporting Line

Chief Technology Officer

Direct Reports

Nil

ESSENTIAL REQUIREMENTS

- Tertiary qualifications in ICT, engineering, or a related discipline
- Minimum 10 years' experience and expertise in the assessment, architectural design, and implementation of integration patterns including Middleware, Bulk Data Integration, Real-Time Data Integrations, File-Based Integrations, Cloud Integrations and Event Processing.
- Significant knowledge of Oracle Integration Cloud (OIC), with minimum 5 years' experience working with the this product
- Experience linking cross-functional applications with Integration Platform as a Service (iPaaS) capability such as Oracle Integration Cloud (OIC), Boomi or MuleSoft.
- Knowledge of security protocols (SSL/TLS, OAuth, SAML) for secure system integration.
- Experience with business and technical requirement analysis, business process modelling/mapping, methodology development, and data mapping.
- Ability to collaborate with multiple stakeholders with competing needs and priorities, including using negotiation skills on occasion to achieve the right outcome
- Knowledge of relational database design, data management and analysis techniques is desirable.
- Advanced communication skills, including an ability to translate technical concepts for audiences with non-technical backgrounds.

CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability Summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity and Inclusion	Foundational
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Advanced
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Foundational
	Technology	Advanced
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

Focus Capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Adept	- Be flexible, show initiative and respond quickly when situations change - Give frank and honest feedback and advice - Acknowledge when someone challenges your ideas, seek to understand why and respond appropriately - Raise and work through challenging issues and seek alternatives - Respond professionally when under pressure and in challenging situations
Relationships Communicate Effectively	Adept	- Tailor communication to suit the needs, backgrounds and perspectives of diverse audiences and address barriers to participation - Clearly explain complex ideas and arguments to individuals and groups - Create opportunities for others to contribute - Share information with other teams and business units to enable informed decision-making - Write clearly and concisely in a range of styles and formats - Use contemporary communication channels to share information, engage and interact with diverse audiences - Pay attention and encourage others to express their views
Relationships Commit to Customer Service	Intermediate	- Focus on providing a positive customer experience - Support a customer-focused culture in your organisation - Demonstrate a thorough knowledge of the available services and share relevant information with customers - Identify and respond quickly to customer needs - Consider different customer needs and experiences when developing solutions to meet needs - Resolve complex customer issues - Cooperate across work areas to improve outcomes for customers
Results Deliver Results	Advanced	- Seek and apply the expertise of key individuals to achieve business outcomes - Lead a culture of achievement and acknowledge others' input - Determine how outcomes will be measured and guide others on evaluation methods - Investigate and create opportunities to enhance the achievement of business objectives - Make sure others understand the need for on-time and on-budget results and how success is defined - Control business unit output to ensure government outcomes are achieved within budget and on time - Progress organisational priorities and ensure resources are acquired and used effectively
Result Think and Solve Problems	Advanced	- Undertake objective, critical analysis to reach accurate conclusions that recognise and manage contextual issues - Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others - Consider the wider business context when thinking about options to

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
		resolve issues • Explore a range of possibilities and creative alternatives to improve systems, processes and business practices • Put systems and processes in place that are supported by high-quality research and analysis • Look for opportunities to design innovative solutions to meet customers' needs and service demands • Evaluate the performance and effectiveness of services, policies and programs against clear criteria
Business Enablers Technology	Advanced	• Promote using creative and accessible technology in your organisation • Actively manage risk to ensure compliance with cyber security and acceptable use of technology, including record keeping, cybersecurity, privacy, and responsible artificial intelligence use • Keep up to date with new technology and technological trends to understand how using them can support business outcomes • Seek advice from appropriate subject matter experts about using technology to achieve business strategies and outcomes • Lead the appropriate use of digital systems, ensuring outputs are aligned with legal, ethical, and organisational standards
Business Enablers Project Management	Adept	• Understand all components of the project management process, including the need for change management to achieve business benefits • Prepare clear project proposals and accurate estimates of required costs and resources • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Identify and evaluate risks associated with the project and develop mitigation strategies • Identify and consult with stakeholders, including people with lived experience to inform the project strategy • Communicate the project's objectives and its expected benefits • Monitor the completion of project milestones against goals and take steps to address any problems • Evaluate progress and identify improvements to inform future projects