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| Last updated: | March 2023 |

**JOB DESCRIPTION**

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| Post title: | **Solutions Architect - Student Systems** | | |
| Academic Unit/Service: | iSolutions | | |
| Faculty: | Professional Services | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 5 |
| Posts responsible to: | Head of Portfolio; Principal Architect | | |
| Posts responsible for: | none | | |
| Post base: | Office-based | | |

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| Job purpose |
| To oversee, and provide technical leadership and design authority in the development and support of the systems required to deliver student lifecycle IT services to the University. Student Systems include all systems in the student journey from Recruitment to Graduation and beyond.  While the role does not specifically cover education services the domains are closely linked and technical design consistency is key to ensuring appropriate integration and alignment.  To provide technical design authority for the University’s student systems, including business requirements, engagement and negotiation with product suppliers & procurement support, system design, implementation activity and transfer into business as usual.  To manage blueprints, roadmaps and architecture documentation for the student systems architecture of the University.  To be the technical design authority for all student systems applications throughout the entire application lifecycle.  To work in collaboration with university technical architects to ensure strategic alignment across the whole technical architecture landscape, including overlap areas between Student Systems and Education Services domains.   * Develop and oversee the functional, solution and integration architecture for the technology solutions required to support student systems at the University. * The role will support the creation of a future blueprint and roadmap led by the Student Systems Programme Director. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | Maintenance of an as-is functional and solution architecture framework covering the entire scope of Student Systems and all its interactions with existing and future University environments. | 20 % |
|  | Provide thought leadership and delivery of a to-be functional and solution architecture framework covering the scope of student systems portfolio. | 20 % |
|  | Work with the Data Architect and senior iSolutions colleagues to develop and record data models, and to define data integration and analytics strategies for Student related data | 15 % |
|  | Establish an IT architecture and governance process for Student Systems that fits with existing University processes. Contribute to formalisation of a review process for future roadmap validation. | 10 % |
|  | Support the University in evaluating products and technologies to support the to-be architecture. | 10 % |
|  | Identify and catalogue the student systems portfolio and lifecycle/support needs of systems within. | 10 % |
|  | Support the Student Systems Programme Director in the development of a roadmap and portfolio of projects to realise the to-be vision. | 5% |
|  | Support and work with iSolutions colleagues to ensure that deliverables in the Student Systems area support existing strategic ICT objectives & structures. | 5% |
|  | Document the architecture design decisions at a landscape and technical reference model level. | 5% |

| Internal and external relationships |
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| The post-holder will be expected to undertake the duties as part of an integrated team and will be expected to adopt priorities and engage in activities, which promote the effective working of the whole team.  Internal:  The post holder will work closely with:   * Architects within iSolutions. * Technical specialists and service delivery teams within iSolutions * Academic staff at all levels across the organisation * Professional Services and Faculty colleagues across the University.   External:  The post holder will liaise with:   * Computer software and service suppliers * Other academic institutions and related organisations to participate in collaborative activities and projects to the benefit of iSolutions and the University as a whole.   It is expected that the duties will be performed in the light of the relevant activities in Higher Education generally. The post-holder will be expected to be aware of the activities and initiatives being formulated nationally and internationally within the relevant specialist area and will be expected to take part in such activities should they be relevant to and of benefit to the work being undertaken locally. |

| Special Requirements |
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| To maintain the relevant level of professional expertise to discharge the duties of an expert professional specialist and to advise and agree with the team manager on a relevant professional development programme. |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable (in order of desirability) | How to be assessed |
| Qualifications, knowledge and experience | Proven ability to manage and deliver architectural analysis, frameworks and designs  Proven track record of adapting to and learning new technologies.  Data analysis and synthesis. You can undertake data profiling and source system analysis.  Strong Stakeholder communication skills. Able to deal effectively with senior staff  Governance. You understand why governance is required. You can take responsibility for the assurance of solutions and make recommendations to ensure compliance.  Innovation. You are aware of opportunities for innovation with new tools  Problem resolution (You identify problems and potential improvements in data processes, data products and data services as they occur. You identify problem trends and determine appropriate solutions and pre-emptive measures prior to resolution deployment.  Strategic thinking (You know about the strategic context of your work and why it is important. You can support strategic planning in an administrative capacity. (Relevant skill level: awareness)  Turning business problems into solution design. You design solution architecture by dealing with specific business problems and aligning it to enterprise-wide standards and principles. You work within the context of well understood architecture and can identify appropriate patterns. (Relevant skill level: working)  Experience of delivering secure services which handle personal information and awareness of the current attack surface of internet facing applications and the defences required.  Knowledge and experience of Project Management, and the operational integration with Project Managers and their project teams  Knowledge of the key issues and opportunities for operational efficiencies that can be achieved through effective use of automation. | Higher Education sector experience.  Experience of student management systems  Experience of CRM , in particular MS Dynamics  TOGAF Certification  Professional qualification in industry recognised project methodology (e.g. Prince 2, Scrum, AgilePM).  ITIL Foundation certified or experience working in an environment that uses best practice service methodologies.  Demonstrate commitment to maintaining professional knowledge and awareness through continuing personal and professional development. | Application & Interview |
| Expected Behaviours | Able to apply and actively promote equality, diversity and inclusion principles to the responsibilities of the role.  AND  Demonstrate the Southampton Behaviours and work with colleagues to embed them as a way of working within the team. |  |  |
| Planning and organising | Ability to create technical roadmaps.  Ability to plan estimate and keep track of major change projects with an appreciation of the long-term issues.  Ability to communicate departmental vision and roadmaps to underpin both corporate and departmental strategy. | Experience of budgetary planning. | Application & Interview |
| Problem solving and initiative | Ability to clearly understand and articulate strategic requirements and apply a methodical approach to delivery of enterprise-scale solutions.  Ability to apply specialist technical knowledge to analyse complex problems and recommend solutions.  Able to apply originality in modifying existing approaches to solve problems.  Confidence to challenge existing work practices; to produce options and proposals; to strive to make improvements; lead constructive technical discussions | Strong fault diagnosis and troubleshooting skills with logical and pragmatic thought processes and technical leadership, with drive to proactively follow problems through to resolution. | Application & Interview |
| Management and teamwork | Ability to provide technical leadership, coaching and mentoring to more junior staff.  Ability to foster and develop good relationships within iSolutions and with colleagues across the University.  Proven ability to make decisions in a confident manner under pressure. | Demonstrable ability to plan, estimate and track project work ensuring that priorities are clearly communicated to staff, monitored and adjusted in line with changing departmental/University priorities.  Experience of matrix management of a wider team of experts, both technical and non-technical, to resolve complex systems and service design issues. | Application & Interview |
| Communicating and influencing | Able to persuade and influence in order to foster and maintain relationships with both internal and external stakeholders.  Interacting with other areas of the department to generate and co-ordinate original ideas or developments.  .Communication skills can effectively translate and accurately communicate across technical and non-technical stakeholders as well as facilitate discussions within a multidisciplinary team, with potentially difficult dynamics. | Able to resolve tensions and difficulties as they arise. | Application & Interview |
| Other skills and behaviours | Ability to develop innovative approaches to challenging problems and leadership skills to enable others to support them. |  | Application & Interview |
| Special requirements | The post holder will be required to occasionally work outside normal office hours to meet the operational needs of the service. |  |  |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| **Yes** | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work |  |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |