

Solution Architect

Department	Technology and Operations	Division	Loyalty
Group	Velocity Frequent Flyer	Direct Reports	-
Reports to	Head of Platforms	Manager once removed (MOR)	Chief Information Officer
Location	Sydney	Created / Updated	18-Jan-2019

Role Summary

As a key resource focussed on projects and new initiatives, the Velocity Solution Architect is responsible for defining and driving the solution design deliverables for projects and initiatives, governing the transition of those deliverables through discovery, planning and delivery phases, into Production and handed over to BAU.

The role will work closely with Velocity business teams, Virgin Australia IT team and Program partners to understand the required business objectives and outcomes. They will ensure high level solutions are aligned to the approved technology strategy and roadmap, working with VA IT and other delivery partners to deliver a consistent, supportable and re-useable solution for Velocity.

Additionally, the role will work with the Velocity Enterprise Architect to establish and refine the longer term technology solution roadmap for Velocity with a strong focus on consistency and flexibility across the domain.

The role requires effective relationship management across numerous internal and external stakeholders and service providers, ensuring alignment across various business drivers and objectives.

Accountabilities and Key Metrics

Accountability	Major Activities	Key Metrics
1. Customer	<ul style="list-style-type: none"> Stakeholder engagement (Business Project sponsors and SMEs, Domain architect, Technology Delivery teams) 	<ul style="list-style-type: none"> Evidence of effective stakeholder engagement for problem definition and solution creation Stakeholder feedback
2. Operational	<ul style="list-style-type: none"> Responsible for the overall end to end architectural design for technical solution components of Velocity projects and initiatives, ensuring alignment with the agreed technology strategy and support for future business requirements and processes Create required design documentation for APIs, Micro-services, Web services, digital channels, data platforms etc. as may be required 	<ul style="list-style-type: none"> Solutions are articulated with the correct level of details for the consuming teams (clear technical documentation and not too detailed) High level Solution Designs for solution components are completed within agreed timeframes Feedback from the business shows trust in your ability to provide expert advice and to address the business's and IT's needs

Accountability	Major Activities	Key Metrics
	<ul style="list-style-type: none"> Collaborate with Technology Delivery teams including Business Analysts and Systems Analysts to review requirements, provide feedback and translate the business requirements into technical solution design Identify and recommend technical solutions as part of solution options analysis process Interface with VA IT and external vendors to ensure solutions are designed that meet the business requirements and align with Velocity architecture and security principles Ensure solutions are not “over cooked” and designed as fit for purpose within cost constraints Continue to develop and refine the Velocity technology strategy and roadmap in collaboration with the Velocity Enterprise Architect and relevant business teams 	<ul style="list-style-type: none"> Forward thinking, innovative solutions are delivered that meet or exceed business requirements Potential problems/ challenges are identified early and a process to mitigate risk is followed
3. People	<ul style="list-style-type: none"> Provide indirect leadership to Solution Designers and developers engaged in Project delivery to drive consistency across projects and alignment to the Velocity technology roadmap and architectural standards Management of individual scorecard agreement Feedback and coaching for other team members Team engagement 	<ul style="list-style-type: none"> Feedback from Technology Delivery teams on effective input, leadership and governance over solution design process Completed individual scorecard & kept up to date Participation in, and initiated, feedback and coaching conversations Leave balances are kept to agreed levels
4. Finance	<ul style="list-style-type: none"> Business process optimisation Cost savings Capitalisation targets 	<ul style="list-style-type: none"> Opportunities for saving costs and controlling costs are actively pursued Efficiencies through solutions are realised Capitalisation target agreed
5. Safety	<ul style="list-style-type: none"> Safety training Safety reporting Safe working environment 	<ul style="list-style-type: none"> Completed mandatory training by the due date, achieving the required pass rate Document and report issues concerning safety on the project (or work environment)

Accountability	Major Activities	Key Metrics
		<ul style="list-style-type: none"> Created a safe working environment for yourself, your team and those around you

Decision Making Authority

<ul style="list-style-type: none"> Solution options for projects and initiatives during the discovery phase 	<ul style="list-style-type: none"> Input into decision of most appropriate solution for projects Input in decision making during vendor selection or processes
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Expertise

	Must have	Great to have
Knowledge/qualifications	<ul style="list-style-type: none"> Knowledge of current IT infrastructure hardware trends Knowledge of the software development lifecycle including Agile delivery methodologies and DevOps Knowledge of the IT project management lifecycle and its importance in the delivery of IT projects Relevant degree qualification or equivalent experience 	<ul style="list-style-type: none"> Understanding of VFF business and supporting IT systems Understanding of VA IT and other airline business processes Understanding of airline industry and relevant systems Knowledge of digital technologies and systems and how these can be applied within the Airline Loyalty industry
Skills	<ul style="list-style-type: none"> Excellent Analytical skills Excellent stakeholder management skills A proven ability to identify, build and maintain relationships with internal and external stakeholders, that result in client satisfaction Ability to think strategically and identify project dependencies / opportunities to ensure the proposed solution supports the VA and VFF vision and strategy Excellent presentation and workshop facilitation skills Excellent communication skills 	<ul style="list-style-type: none"> Skills to design solutions for integration of both modern and legacy mainframe applications Technical skills: <ul style="list-style-type: none"> Apigee Edge AWS iPaaS technologies (ECS) AWS Data Platform technologies (TBC) Swift / XCode Bash, Jenkins, Ansible, GitLab, Packer AWS Lambda SAML, OAuth Oracle ESB, WebLogic, UCM NodeJS (desirable) REST APIs (Java / SpringBoot) XML / SOAP web services

	Must have	Great to have
	<ul style="list-style-type: none"> • Mentoring and coaching • Leadership and guiding others 	
Experience	<ul style="list-style-type: none"> • 3+ years' experience as a Solutions Architect • Experience designing and implementing IT solutions architecture in large complex projects as well as small tactical initiatives • Experience designing and implementing IT solutions architecture for both COTS (Commercial Off The Shelf) and bespoke software solutions • Experience designing and implementing solutions with BCP and DR capability requirements • Experience working with API Gateways, iPaaS, processes and environments 	<ul style="list-style-type: none"> • Travel industry and/or loyalty experience, understanding of core airline and loyalty systems

Key interactions

Internal	Other IT & Operations departments (Technology delivery, Portfolio, Operations); Solution Architects and designers from other departments, Business Stakeholders from all areas in the business
External	3 rd party vendors, Managed Service providers to VA and VFF