

JOB DESCRIPTION

Job Title	Software Architect
Reports to	Director Strategy and Architecture
Department	Technology

About the School

At London Business School we have a profound impact on the way the world does business. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mind-set. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

The LBS technology department is responsible for delivering and supporting all digital technology solutions required for the effective running of London Business School. We provide specialist capability in Service Delivery, Software Development, Digital Solutions Delivery, Teaching and Learning Technology, Platform integration, Data Management, Cyber Security, Project Delivery, Business Analysis, User Experience Business Change and Enterprise Architecture.

Job Purpose

The Software Architect role is an expert who makes design choices, sets the technical direction and oversees technical standards for software practices, including software coding standards, tools and platforms. They are a technical thought leader, with outstanding communication and collaboration skills, and the ability to architect modern software solutions that solve complex business and technology problems in a fast-paced agile environment.

The Software Architect ...

- Oversees the design of software solutions, ensuring alignment with best practice software architecture design patterns and standards
- Shapes best practices for software development, evaluates and promotes the adoption of modern technologies and methodologies.
- Provides leadership, technical direction, and architectural input into the vision and roadmap for multiple internally developed products
- Develops and maintains the software architecture strategy and roadmap, with clear alignment to business strategies and goals

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Software Architecture

- Develop and maintain reference architectures and design standards for software architecture, including application integration and micro-services architectures
- Communicate architecture concepts and methodologies and provide technical leadership, coaching and mentoring to the software development team
- Design and oversee the implementation of end-to-end integrated systems
- Ensure that software architectures are coherent, consistent and appropriately documented.
- Drive principles and practices in design of software that result in easily testable and observable solutions
- Develop and implement the Schools Application Integration and API strategies
- Support the evaluation and selection of software products and services
- Provide consulting support to delivery and operational teams to ensure changes are aligned to overall architectural vision, solution and software architecture standards, policies and procedures.
- Lead architecture board reviews and design workshops
- Develop and maintain current and planned state architectural blueprints for software and integration architectures
- Maintain in-depth knowledge of the organisation's technologies and architectures

Strategy and Planning

- Contribute to the development of strategy for the area, ensuring that plans are aligned to wider departmental strategy and overall, School goals.
- Contribute to the development of broader operational plans, manage operational plans in own area and enable successful implementation by prioritising and aligning planned activities.
- Contribute to the development of Key Performance Indicators to support the assessment of the quality and efficiency of service delivery.

Partnering and Service Delivery

- Partner with relevant area to understand their business goals and provide them with professional or technical advice, sharing expertise and information to support effective decision-making.

- Use specialist knowledge and information to diagnose and resolve technical issues within agreed parameters, escalating the most complex where appropriate.
- Manage the delivery of activities within a specialist area, in line with relevant policies and procedures, to ensure performance meets set targets/key performance indicators to support the School in the delivery of a first-class service.

Analysis and Reporting

- Process complex data and apply technical knowledge when conducting root cause analysis to identify solutions to complex issues/unique requests from students, colleagues or stakeholders from across the School.
- Extract data from multiple sources, check its integrity and produce reports for use by management.
- Liaise across the team to prepare complex reports to inform review, planning and decision-making.

Compliance

- Provide advice to colleagues and stakeholders on the interpretation of policies and procedures for an area of specialism, and support monitoring, to ensure compliance across the School.

Supplier/Contractor Management

- Monitor the quality of work delivered by third-party suppliers and agencies against service level agreements to ensure it is to the required standard, and provide feedback on performance to management.
- Take action as necessary based on feedback and escalate issue resolution when required.

Collaboration

- Partner, and build strong relationships with relevant areas to ensure good understanding of their business goals and that advice/service delivered meets and exceeds their needs.
- Develop and enhance relationships with stakeholders across the School to facilitate improved communication, support implementation of change programmes, and to monitor the level of satisfaction with service delivery.
- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best business solutions.

Financial Management

- May oversee the co-ordination of financial planning and reporting, providing guidance as required to support colleagues to fulfil financial management responsibilities.
- May carry responsibility for a specific budget, fulfilling financial management requirements and ensuring the effective use of financial resources within budget.

Process Improvement

- Research best practice in own area of expertise, and review and analyse detailed business models to support senior management in developing and improving policies, processes and systems relevant to a specialist area.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and consider the impact of change on all processes, systems and people to ensure appropriate steps are taken for successful implementation.
- Consult with and advise the business on change programmes and initiatives, influencing stakeholders so they become advocates for the change and support its successful implementation.

KPIs:

- Delivery of high-quality service in area of specialism.
- Development of solutions and improvements to complex issues within own area of specialism.
- Production of high-quality reports, with complex analysis to support management decision-making.
- Contribution to cross-School compliance with regulations and legislation.
- High-quality work delivered by third-party contractors and agencies.
- Projects delivered on time, on budget and to quality standards.
- Strong cross-team working relationships with key stakeholders.
- Positive feedback from students, colleagues and stakeholders.
- Improvements in commercial performance for the team or department.
- Contribution to the development of policies, processes and systems.

Knowledge/Qualifications/Skills/Experience required

- 10+ years industry experience of software development across multiple technologies, languages, and frameworks
- Experience of architecting cloud-native enterprise applications, ideally with Microsoft Azure – certification such as Azure Solution Architect or similar highly desirable.
- Experience of designing highly scalable and distributed cloud-based micro-services and event-driven integrations.
- Experience of designing and developing enterprise applications using C# and .NET framework
- Experience working with enterprise RDBM systems and associated technologies (e.g., SQL, Entity Framework).
- Experience of modern web application frameworks, practices and technologies (e.g., React, Angular, Vue, JavaScript, SPA, SSR, REST)
- Experience of modern Identity and Access management standards and technology (OAuth, OpenID Connect, SAML, Azure AD, AD, Auth0, Okta)
- Experience of designing and delivering enterprise solutions based on domain driven design practices and principles
- Effective coaching and leadership skills and an ability to oversee multiple projects and act as a design authority
- Strong communication and presentation experience and the ability to explain technical details and challenges to a wide variety of people
- Ability to look at solutions in creative and unconventional ways, recognize opportunities to innovate, and engage partners in a vision and strategy

- Solid understanding of the practical application of agile development methods and leading software development teams in an Agile/Lean/Continuous Delivery environment
- Experience of implementing and rapidly maturing CI/CD tools and DevOps practices (e.g., Github, Azure DevOps).
- Experience working directly with senior technology groups in an advisory role
- Experience working with director level technology roles to form technical strategies