

Position Title: Director, Architecture & Solution Engineering

Classification: Exempt

Department/Account: Technology Services

Job Code: TBD

Work Unit: Hosting

Manager Title: VP Service Delivery

Last Updated: February 10, 2022

DEPARTMENT OVERVIEW

ESIT Advanced Solutions is a wholly owned subsidiary of DXC Technology, the world's leading independent, end-to-end IT services company.

Advanced Solutions (AS) provides a broad range of Information Technology Services to the Province of British Columbia. These services include the management of Applications, Databases, Middleware, Infrastructure, Projects, and Architecture and Engineering.

Information Technology Services are provided to AS clients through two Delivery Organizations - Technology Services and Application/Delivery Innovation. This role is focused on large scale Infrastructure services including

- Storage
- Network
- Security
- Compute and Virtualization (including container)
- Automation & Orchestration
- Artificial Intelligence
- Monitoring
- Middleware
- Database
- System Administration

DESCRIPTION

The Architecture & Solution Engineering organization has responsibility for Architecture & Solution Engineering at AS, encompassing Enterprise, Data/Information, Technology and Security Architectures. It is also responsible for specific architecture and engineering engagements in support of business development, project delivery and ongoing operations for AS and providing ongoing support to all AS business units and clients.

The Director of Architecture & Solution Engineering will report to the VP Service Delivery. The Director will be responsible for the evolution and maturation of the Architecture & Solution Engineering program at AS as well as leading the team. The Director will play a key role in leading, directing and coordinating the activities of individuals and teams responsible for conceptualizing, designing, constructing, testing and implementing business and technical information technology strategies, solutions and projects. In addition, the Director will play an active solutioning role in architecture initiatives supporting client-facing opportunities.

ACCOUNTABILITIES/DELIVERABLES

This position has overall responsibility for people, customer and day to day project and service activities of the team:

People Care

- Leads, coaches and mentors team members to translate customer and organizational objectives and critical success factors into actionable business, organization and technology strategies;
- Sets the objectives and key performance measures for the team members. Manages performance of the team members to ensure accountability and result;
- Manages team's assignments to ensure that activities are properly distributed across the team;
- Ensures the design and development of integrated business strategies to set direction for the business area;
- Ensures the design and development of integrated business/engineering systems and products to support the achievement of the customer's and AS' business goals;
- Identifies and assembles the appropriate blend of talent and additional resources to meet customer needs and requirements;
- Formulates contingency plans to address schedule revisions, manpower adjustments, fund allocations and work requirements;
- Participates in AS and customer business planning process; and
- Seeks out additional business opportunities.

Architecture and Planning

- Provides direction, guidance and leadership to the AS Architectural team;
- Works with Architects to: a) define architectural standards for the design and deployment of client and AS solutions including architectural reviews and software design sessions, b) collaborate with Directors, Team Leads, Technical Staff, Account Teams and other AS staff to provide technical direction on systems analysis, design, development, testing and deployment of solutions
- Ensures timely, effective and quality delivery of solutions into production;
- Reviews documented technical requirements, development and project plans to ensure adherence to define standards and to facilitate the transfer of knowledge throughout the development staff;
- Reviews and approve technology roadmaps in collaboration with AS Architects, AS Technical teams, and client technical leadership;

- Participates in technical advisory roles, as required;
- Ensures effective handoff to operations for ongoing maintenance and troubleshooting;
- Mentors team and associates and fosters a learning and growth environment; and
- As required by team workload, priorities and/or complexities of assignments, performs the duties of a senior technical architect.

Client Engagement

- Governance Co-Chair, including but not limited to the Joint Technical Services and Architecture Working Group (JTSAWG);
- Leads innovative conversations with the client through technical stewardship and with end-clients when required;
- Maintains a strong peer relationship with client technical Director(s), including but not limited to governance co-chair of the Joint Technical Services and Architecture Working Group (JTSAWG);
- Leads and coordinates AS effort and deliverables on architectural & solutioning initiatives with clients;
- Leads and/or participates in technical presentations with the Province and its end-clients;
- Interacts with customers at the technical level and business level, as required;
- Participates in client driven initiatives and projects as required.

Financial Planning and Management

- Communicates, reinforces and supports applicable administrative and financial processes and policies;
- Reviews and approves project managers' and other direct reports' expenditures to ensure consistency across all projects, and to ensure compliance with corporate and other organizational guidelines;
- Provides the detailed information required to complete monthly internal bills to the Finance department, ensuring accurate, complete and timely entry;
- Participates in developing and maintaining the account plan;
- Develops and maintains financial outlooks based on project expenses and scheduled achievement of payment milestones;
- Tracks deliverables or services against contracted obligations to provide accurate invoicing; and
- Supports the investigation of receivables issues using project repositories.

Resourcing / Workforce Planning

- Translates client project or program staffing needs into strategic and tactical resourcing forecasts, and communicates them to the Project Delivery Executive;
- Works with the Project Delivery Executive and Human Resources to actively build a recruitment pipeline;
- Creates, updates, reviews, and communicates program/project resource management plans to the Project Delivery Executive; and
- Actively manages the team to ensure high-performance and quality outcomes.

Project Management

- Leverages and actively supports AS best practices, common tool sets and standard DXC global delivery processes;
- Respects and actively supports AS project management methodology to manage and control projects;
- Ensures that key milestones and the inter-dependencies of milestones are defined, assigned, communicated and completed per schedule;
- Ensures issues related to key project milestones are promptly resolved;
- Participates in recurring project reviews, health checks, audits and assessments as required;

Communications

- Communicates organization and client goals (and progress towards these goals) to the Project Delivery Executive, team leaders/ project managers, or for larger clients, ensures that project goals are aligned/reflected in company and client goals; and
- Communicates delivery status, service excellence indicators, and client feedback to Project Delivery Executive, client executive and program/project team members.

Change Management

- Demonstrate appropriate organizational change management behaviors and provides strong support through communications and actions; and
- Identifies and eliminates barriers to change.

SUPERVISORY RESPONSIBILITIES

Direct (directly supervises assigned staff) 10

Indirect reports (supervises through subordinate supervisors) 0

PROJECT/TEAM LEAD OR TRAINING RESPONSIBILITY

Supervises students or volunteers: Yes

Provides formal training to other staff: Yes

Leads project teams: Yes

Assigns, monitors, and examines work of staff: Yes

FINANCIAL RESPONSIBILITY

Manages budget for the Architecture and Engineering team

SELECTION CRITERIA

Education and Experience

- University degree in systems engineering, computer science or related field and at least six years of experience in an architect/technical leadership role; or a diploma in engineering, computer science or related field and at least seven years of experience in an architect/technical leadership role; or an equivalent combination of education, training and experience;
- Significant experience providing end-to-end architectural and team leadership;
- Experience in developing large-scale enterprise business solutions in a multiplatform environment;
- Experience with architecture design concepts and techniques and the ability to communicate and evangelize those concepts to a large and diverse team;
- Experience with/Knowledge of enterprise-scale infrastructure (Servers, Storage, Backup and Networks), and their associated operations, for a medium-to-large organization;
- Experience as a project manager; and
- Experience overseeing projects in a leadership role and in applying program management principles.
- Preference may be given to candidates that have experience with:
 - Public sector clients;
 - Legacy infrastructure operations;
 - On-premise infrastructure modernization, specifically automated provisioning and/or infrastructure as code;
 - Being a Project Sponsor.

Knowledge, Skills, and Abilities

- Knowledge of Enterprise Architecture (EA) frameworks, modeling and structured analysis procedures and tools;
- Knowledge of corporate strategic planning and development or implementation of DXC standards;
- Knowledge of planning large-scale contract management projects;
- Considerable Project Management knowledge including PMI or equivalent methodology;
- Strong organizational skills;
- Excellent interpersonal, oral and written communication skills;

- Proven supervisory and leadership skills;
- Ability to establish strong and effective working relationships with all levels of management; and
- Ability to multi-task, work under pressure, meet deadlines and effectively prioritize

LEADERSHIP ATTRIBUTES AND BEHAVIOURS

All Advanced Solutions leaders display the following attributes and behaviors:

- Always accountable
- Will to win
- Passion for customers
- Highly capable and innovative
- People and team developer

REQUIRED COMPETENCIES

- | | |
|-----------------------|----------------------------|
| • Customer Focus | • Building Effective Teams |
| • Integrity and Trust | • Priority Setting |
| • Ethics and Values | • Decision Quality |
| • Motivating Others | • Business Acumen |
| • Drive for Results | • Organizing |

We take care of our people (what we offer):

Salary Package

- Employment Type: Full time, regular
- Union/Non-Union: Non-Union
- Annual Salary: \$79,400 - \$147,400
- Office Location: Victoria, BC - Hybrid

Benefit Package

- 20 Vacation days, with entitlement increases with service
- Flexible work arrangements
- Maternity, Parental and Pre-Adoption Leave with option for top up
- Employee Assisted Program including paid counselling services for you and your family
- Paid sick leave for when life happens
- Extended health and dental
- Public Service Pension plan, matched by Advanced Solutions
- Excellent Rewards and Recognition Program

Flexible Work Arrangements

- Schedules to fit your lifestyle

- Flexibility in location
- Hybrid work environments to ensure that you feel supported

**An eligibility list may be created. Lesser qualified applicants may be under-implemented or appointed at a lower level.*
