



Job title	<i>Enterprise Solution Architect</i>
Reports to	<i>Manager, Application Services</i>

Job Purpose

This role is responsible for overseeing all software application architecture related aspects of the Commonwell's various software applications. The enterprise solution architect is involved in researching, reviewing, and making recommendations on any new corporate software applications or innovations from a perspective of design, integration, and technical fit with other systems. For existing applications, the enterprise solution architect will oversee all planning, designing, programming, and implementation of any in-house software development. For software enhancements provided by an external vendor, the enterprise solution architect will take the lead role in reviewing and discussing all technical solution designs to ensure they meet the needs of the Commonwell. In addition, the enterprise solution architect will also act as a lead developer for other in-house Commonwell development staff. This will require the enterprise solution architect to produce and maintain Commonwell development practices and procedures and mentor/coach other development staff in these areas.

Job Knowledge

- Advanced knowledge and experience in both waterfall and agile SDLC practices
- Advanced skill in configuring and supporting software applications.
- Advanced knowledge and experience in front end UI, backend DB, and both batch and real time integration development technologies and practices
- Excellent software development and debug/troubleshooting skills.
- Advanced ability to research, analyze and recommend new technologies and software applications to meet the company's needs.
- Advanced ability to research, analyze and recommend improvements to the organization's use of the existing software applications.
- Advanced skill in creating and maintaining technical documentation.
- Strong coaching and leadership experience
- Strong insurance industry knowledge and experience

Interpersonal Skills

- Effective collaboration skills, focusing on strong working relationships with all functional units of the organization.
- Working ability to effectively recognize and manage interpersonal communication needs.
- Ability to work as part of a cross-cultural team including flexibility to support multiple locations when necessary.

- Excellent interpersonal skills in areas such as teamwork, facilitation, and negotiation.
- Able to work independently or as part of a team.

Communication Skills

- Effective communication skills; verbal, non-verbal and written; and ability to communicate with team members at all levels of the organization.

Time & Deadlines

- Works under pressure and is able to manage competing priorities.
- Meets or exceeds expectations on process turnaround for assigned tasks and follow ups, and issue resolution to closure.

Accountability

- Research, recommend, and help to implement new software applications.
- Research, recommend, develop, and administer software development.
- Work with internal and external stakeholders to understand the needs for the various software applications.
- Work with any external software vendors for any designs on new features or feature enhancements.
- Act as a technical resource during other projects as required.
- Responsible for the creation and maintenance of software design and development related documentation.
- Responsible for the creation and implementation of Commonwell software development standards, practices, and procedures
- Responsible for coaching and mentoring of other Commonwell software development staff

Customer Service

- Design, develop, and implement software application solutions for other departments in committed turn-around times with a sense of urgency.

Learning Orientation

- Maintain current understanding of the administration and user side functionality within the supported software applications.
- Maintain current understanding of the overall process and workflow of data through the various software application systems.
- Research and develop process improvements in dedication to continuous improvement.
- Research new technologies and solutions in dedication to continuous improvement.
- Identifies and pursues personal training opportunities related to enhancing job related skill sets.

Problem Solving & Judgement

- Applies the identified job knowledge requirements for the role to make disciplined decisions in a timely fashion.
- Focus on solutions that are aligned for efficiency and re-usability across the enterprise.

Additional Qualifications

- Post secondary education in Computer Science or equivalent is required.
- CIP designation or P&C insurance industry experience is considered a strong asset.
- Enterprise insurance software experience is required
- Diligent attention to detail is essential due to the nature work.
- Ability to perform moderate mathematical calculations is required.
- Sound ethics and confidentiality with good customer service skills.
- Ability to multi task and prioritize is a must.
- Ability to adjust/right size solutions and standards for the current corporate environment and needs.
- 7-10 years' experience in software development required.
- 3-5 years' experience in a similar role required.

Work Environment

With the open concept of our work environment, the incumbent must be able to handle noise distractions, privacy concerns, interruptions, minimal storage space while working. Every effort has been made to make the environment ~~as~~-safe and as comfortable as possible. Overtime may be required at times and travel for related meetings, support or training opportunities.

Mental Requirements

Functions of mental effort include: data entry, data analysis, development, documentation, and research. As the nature of this position client based, continual distractions will come from employee questions, issues or concerns, whether over the telephone or in person; manager inquiries or tasks; organizational change and outside sources.

Physical requirements

The incumbent must also be physically able to spend a majority of their day in a seated or standing position and using computers. Fine motor skills will be stressed using computer equipment daily and paperwork processing.

Direct reports

This position has no direct reports.

Next Logical Progression Steps

This position has the logical progression of moving into a Team Lead position on the IS Applications project team.