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| Role | Information System Architect |
| Reports to | IT Manager |
| Job type | Full Time – 45 hours per week |
| Location | Gurgaon, India |

PURPOSE & CONTEXT

The Information System Architect is responsible for designing information system integration map to support global initiatives and global client.

KEY ACCOUNTABILITIES & RESPONSIBILITIES

- Understand software complexity to build Enterprise strategy
- Understand customer's business needs, system functionality and business processes. Translate business requirement into technical solutions.
- Provide expertise in evaluating integration capabilities and defining integration standards between various On Premise, SaaS and PaaS systems. Design and implement integration solutions adopting various technologies
- Provide guidance on choosing the right deployment and implementation architecture for Integration Platforms (including API Platforms, Data Integrations) based upon the current landscape and future requirements
- Define build and release process for Continuous Integration/Delivery (CI/CD)
- Ownership on the documentation
 - Produce High Level Design
 - Produce or control Low Level Design
- Formalise process and manage handover to delivery team
 - Produce technical documentation
 - Ensure knowledge transfer
 - Audit delivery team implementation
- Support global data project (as data provider)
- Conduct research on new technologies

ACCOUNTABILITY/DECISION MAKING

- Lead system architecture design



- Self-manage working in conjunction with colleagues across the operational, insight and solutions teams to handle business requirement
- Is punctual at all times, recognising the importance of this to colleagues and the smooth running of the department

CLIENT RELATIONSHIP / CUSTOMER FOCUS

- Work in conjunction with the Solutions Teams to assist with any client requirements where there is a defined focus on analytical driven improvements limited to identifying opportunities, testing, managing pilots (in conjunction with Project Managers) tracking the results and recommendations for next steps

COMMUNICATION AND INFLUENCING

- Communicate on architecture design in CTO instances
- Take a lead role in communicating change in process and procedure with delivery teams (System, security, network)

PROBLEM SOLVING

- Is responsible for L3 support (support of delivery team)

LEADERSHIP AND DEVELOPMENT

- Use development opportunities to expand knowledge and experience, inputting learning's into operational practice.
- Possess and demonstrate strong team building skills and be able to motivate and inspire people across the business including generate excitement as we improve the performance of the business
- Challenge and respect to colleagues irrespective of their position in the business
- Manage own development through continued focus on industry trends and opportunities to support Webhelp's objectives.

PLANNING AND PRIORITISING

- Ensure that the progress of all opportunities is managed to plan and that reports when agreed are provided to the agreed timescale and raise escalations when this is not achieved
- Be a role model for performance improvement through a structured approach to defining and implementing analysis and pilots and a focus on the necessary operational standards and challenge variances



SKILLS/KNOWLEDGE & EXPERIENCE

- Integration platform / API Management platform (MuleSoft, Oracle integration platform)
- 5 years of experience working with software integration and architecture
- Experience on different platform: **Wordkday (Finance and HR), Salesforce, Peoplesoft, Oracle HCM, WFM, Contact Center Platform**
- Work with various technologies: MuleSoft, XML, JAVA, RESTful Services, SOAP Services, Database (MS SQL Servers, Oracle...), Eclipse, GIT, JDeveloper, JSON, Azure...
- Strong written, oral communication skills
- Fluent English (French would be appreciated)
- Financial and HR business understanding would be appreciated
- Excellent organizational, time-management and prioritization skills
- Ability to work on own initiative, and make decisions where appropriate and within scope of role
- Ability to work within a Team Structure but under own initiative

"This job description is not exhaustive you may be required to perform other additional duties as and when required"

Interested candidates can send their CV at salmaan.shaikh@za.webhelp.com

Note: To prepare for such job requirements, candidates may opt for online training in

- [JAVA Programming](#)