

## York University

### Job Posting — Confidential, Professional & Managerial Employees (CPM)

**Job Title:** Business Solutions Architect  
**Reports To:** Manager, Enterprise Solutions,  
Information Services & Technology  
**Faculty / Dept.:** Schulich School of Business

**Job Code:** 955717  
**Salary Grade:** F

#### Job Overview

Consistently ranked in the top tier of the world's best business schools and #1 in Canada, the Schulich School of Business is known for its global reach, innovative programming and the diversity of its student body, faculty, and staff. Schulich enrolls approximately 3,000 students annually in undergraduate, graduate, and postgraduate business. Located in Toronto, Canada, the School's multimillion-dollar, award-winning complex is on York University's main campus. Schulich's downtown Miles S. Nadal Management Centre is situated in the heart of the city's financial district.

Under the general direction of the Manager, Enterprise Solutions, the Business Solutions Architect is a business/technology solution leader and accountable for the current and future state of Schulich School of Business' business architectures across all business functions, including, but not limited to, recruitment, admissions, non-degree open enrolment continuing education, executive education, undergraduate/graduate degree programs, student engagement, career design, alumni, marketing & communications, research, and accreditation & ranking.

As an expert in Customer Relationship Management (CRM) and related technologies such as marketing automation, events management, forms management, data analytics and broader in general with other technologies, the Business Solutions Architect has strategic responsibilities in developing and maintaining a rolling 3-year roadmap that exploits technology to accelerate digital transformation as a competitive advantage.

#### Key Responsibilities

- Accountable to lead the development and maintenance of the Business School's digital transformation strategy and business architecture that is in alignment with business strategy & priorities in a highly complex Faculty & University mixed technology landscape. Responsible for capital and operational budget & expenditures. Act as the authoritative advisor and provide deep business/IT subject matter expertise. A key decision-maker in the department and a key influencer to the business.
- Build business cases, architect and lead implementation of end-to-end technology solutions, leveraging existing solutions/investments, modeled after industry best practices for the Business School's specific scenarios, ensuring seamless integration of business processes, data and platforms. Research & assess business models, processes, applications, tools and cloud platforms.

- Leads an internal team of up to 10 team members – including architects, integrators, developers, systems analysts, data analysts, business analysts – to build solutions and ensure compliance with architecture, information security and best practices. Provide direction, guidance, mentorship and/or training to team. Manage team and staff performance and take corrective actions as necessary.
- Accountable to lead projects that include up to 30 project team members, external partners/vendors and stakeholders to ensure that project goals and outcomes are met. Manage and negotiate vendor relationships, agreements and contracts.
- Drive business process changes underpinned by technology architecture changes and lead organizational/people change management initiatives to ensure smooth transition and ensure business readiness for digital transformation.
- Communicate and present value propositions and business cases of complex concepts to senior leadership and management, and other governance stakeholders in an easy to understand and non-technical manner.
- Ensure the development and maintenance of architectural artifacts – including solution, data, and integration models – to strengthen and streamline architecture capability.
- Lead, develop and maintain the IT business continuity and disaster recovery plan. Align, integrate and complement University plans.
- Accountable for ensuring issues are resolved in a timely manner and proposes strategies for resolving issues and minimizing impact. Handle escalated queries and provide direction to team members to assist them in achieving outcomes/goals. Manage stakeholders' expectations and concerns. Proactively identifying process improvements.
- Ensure IT continuity and drive IT capabilities maturity through knowledge transfer, cross-training, standardization, solution/integration/data solution architecture diagrams, documentation, presentations, and thought leadership. Act as a role model for the team.
- Research, keeping abreast, advocate and champion digital transformation as a competitive advantage – including current and emerging trends, technologies, standards and methodologies – at the Business School and University that will strengthen the technology foundation and landscape in delivering business value.

## **Required Qualifications**

### **Education, Training & Credentials**

- Post-secondary education in Computer Science, Engineering, IT, Business or related field, or equivalent combination of education and experience required.

### **Experience**

- 4 years experience with business architecture, including translating business and technical requirements into architectural blueprint to achieve business objectives, process mapping, and data modeling.

- 3 years experience with designing technology solutions, seamlessly integrating building blocks, and leading implementation across products, services, projects and systems.
- 3 years experience in leading and guiding teams to deliver solutions that are in compliance with architectures and modeled after best practices.
- 3 years of people and performance management, providing direction, guidance and coaching.

## Knowledge

- Expert knowledge of Customer Relationship Management (CRM) in Salesforce and/or Microsoft Dynamics and related technologies, including marketing automation, events management, forms management, etc.
- Expert knowledge of business intelligence, data analytics, data modeling, and data architecture.
- Knowledge of business process management or mapping, process re-engineering and process improvement (Lean Six Sigma, etc.).
- Knowledge of enterprise architecture (TOGAF, Zachman, etc.).
- Knowledge of project management (PMP, Scrum, etc.).
- Knowledge of IT service management (ITIL, IT4IT, etc.).
- Knowledge cloud computing and architecture.
- Knowledge of current and emerging technologies.
- Knowledge of enterprise higher-ed technologies.

## Skills

- Excellent oral and written communication skills. Ability to present complex technical materials to non-technical stakeholders and executives.
- Ability to solve large complex IT and business problems that are often ambiguous or with unknowns. Exceptional project delivery leadership and people management skills.
- Exceptional judgment, discretion, problem solving and analytical skills. Self-starter and takes initiatives.
- Ability to guide team members to deliver the most optimal solutions, modeled after best practices and ensure architectural compliance.
- Excellent time management skills. Ability to manage multiple priorities in a fast-paced environment, including the ability to work independently, set priorities, and meet deadlines at an individual and team level.
- Ability to work effectively as a member of a team and to establish strong working relationships.
- Excellent interpersonal skills with tact and diplomacy.
- Demonstrated commitment to providing excellent service to the community, including dealing courteously and effectively with people at all levels.
- Ability to maintain strict confidentiality.

## Summary of Work Environment

- Majority of the responsibilities will be conducted in a normal office environment.
- Fast-paced and complex environment requiring strong time management, prioritization, exceptional judgement, problem solving and facilitation skills.
- Required to take on a leadership role in team meetings in which some participants may demonstrate a high level of stress.
- Accountable for digital transformation strategy and business architectures that have high impact and risk to strategies and priorities, operations, financials and reputation.
- Required to take on a leadership role to influence and drive solution buy-in, adoption and organizational change management.
- Interact with all levels of the organization, including Dean, Associate Deans, Executive Officer, Executive Directors and Directors, within the Business School and at the University.