

ROLE PROFILE

Position Title: Senior Manager Solution Design	Reporting to: Senior Director Technology Transformation, Strategy & Demand Management
Business Unit: Technology	
Division: Technology Strategy & Architecture	Department: Technology Architecture

A. ROLE AND CONTEXT

<p>Purpose: This role is responsible for building the solutions especially for new projects/strategic initiatives and harvesting solution artefacts, update Architecture repository across the technology landscape.</p>	<p>Functional Context: The Technology Unit within Ooredoo is the backbone of the organization providing all technology services which enable Ooredoo to deliver its services to its customers across all technology platforms, 24/7/365. In other words, it's responsible for the management of all Ooredoo networks, technology infrastructure/ platforms and processes to achieve fast time-to-market, high operational efficiency, and support product/ service innovation, and ultimately drive the financial performance of Ooredoo. The department owns the holistic view of current and future technology architecture and executes accordingly, in alignment with OQ technology strategy and Ooredoo Group, and monitors and safeguards the defined architecture in the execution of all technology products</p>
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B. ROLE ACCOUNTABILITIES

- Manage and support to achieve traceability of requirements across the project lifecycle from initiator, architecture, to proposed solution and then further to design, build, test and deploy
- Manage and work closely with project & process management teams, technology and business stakeholders to align objectives and expectations, to plan for improvements or enhancements, to identify and mitigate risks and to build workable business models.
- Define end2end solution design, which is viable, technically well qualified, operationally stable and architecturally fit and aligned with approved Architecture Blueprint.
- Communicate and present Solution details to business and technology stakeholders at various levels in the organization (including CXO level)
- Ability to provide effective leadership to different SMEs in Software team.
- Manage small team of solution designers engaged in various projects
- Assess and qualify project demands from various Business Units in terms of business outcomes and business benefits expected, improving the alignment of the Project requirements with overall business and technology strategies, roadmap, priorities, capabilities and resources.
- Build, Manage, Maintain Solution Artefacts, Competency and Capability within the Enterprise
- Analyse and understand Business and Technology Strategies, Objectives and Requirements and translate them into actionable Solutions.
- Contribute to review and impact analysis of the current IT Applications (BSS/OSS) environment to detect critical deficiencies and recommend solutions for improvement, especially for alignment to architectural guidelines and long term strategies.
- Own and detail Solution decisions based on standard decision models and maintain Solution decision register. Also responsible to socialize solution decisions with stakeholders.
- Ensure Architecture best practices and methodologies are applied for Solution design work and participate in solution governance exercise with Architecture board.
- Conduct and produce Impact Assessment and Feasibility, Cost/Benefit Analysis, Gap Assessments, and Solution Options, AS-IS and TO-BE Solution viewpoints, Solution Risk Assessment Reports etc. to support decision-making and solution implementations.

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- Identify Solution building blocks and outline Impacts, and Solutions in terms of People, Platforms and Processes. Create Scope of Work definitions for specific solution work packages to streamline, simplify and to seek efficiency and operational optimizations.
- Review Artefacts and Govern Implementation of Solutions, to ensure business and technology objectives are met, architecture best practices are applied and expected outcomes are achieved.
- Support Architects in Tendering processes, to enable Capability Building, Technology and Solution Selections
- Ability to define, present and defend Design Decisions to Peers, Business/Technology Stakeholders, Architecture Board and Senior Management

C. SCOPE AND INTERACTIONS

Direct Revenue Responsibility: No Direct Budget Responsibility: No Direct People Management Responsibility: No	Primary Interactions (Internal/External)	
	Internal Relationships: Cross Functional	External Relationships: Vendors Business Partners

D. KEY PERFORMANCE INDICATORS (KPI)

- Design Efficiency:**
 - Speed and effectiveness of design in delivering high-quality designs. Improving design efficiency reduces time-to-market, enhances productivity, and allows the designer to focus on creativity and innovation
- User Satisfaction:**
 - Engagement of users experience with the designer. It involves gathering user feedback, conducting surveys, and analyzing user behavior metrics to understand how well the designs meet user needs and expectations. High user satisfaction indicates successful design outcomes and contributes to positive user experiences.
- Design Consistency:**
 - The adherence to established design guidelines and standards across various design assets and touchpoints. Maintaining design consistency enhances usability and reduces confusion.
- Stakeholder Satisfaction:**
 - Stakeholder Satisfaction measures the level of satisfaction with the design outcomes and deliverables. High stakeholder satisfaction enhances collaboration, fosters trust, and leads to successful design project outcomes.

E. EXPERIENCE, QUALIFICATIONS AND SKILLS

Minimum Experience, Essential Knowledge & Skills	Minimum Entry Qualifications
10 years' experience in a similar role. Minimum 10 years of work experience with Microservices architecture, TMF API Minimum 10 years of qualified experience on the requested role of Solution Designer / Lead Subject Matter Expert for Solution Domain with proven track record demonstrating Solution leadership and ability to define and implement complex information technology and/or digital transformation initiatives within the Solution Design Domain Minimum 7 years of experience working in the telecommunications Industry, demonstrating solid understanding Telecom Business Models, Operating Environments and Applications across Technology, Sales, Marketing, Customer Care, Finance, Regulatory and Legal and Telecom BSS/OSS Information Technology and Software Systems Ability to demonstrate subject matter expert level expertise in the area of Solution Design including but not limited to following areas: Solution Architecture	Bachelor's Degree in Computer Science or Software or Telecom Engineering Preferred Certifications / Other Qualifications Any relevant certification or advanced degree

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and Analysis Practice, Telecom and IT Operating Model and Processes and Applications, Business and Information Systems Architecture and Design, Cloud solution, Hybrid Integration
 Domain expertise is Ericsson platform (Order Care and Product Catalog, Subscription life cycle Management) is preferred
 Good working knowledge and past experience on Software Development Lifecycle including Design Thinking and Agile Practices and Methodologies

<u>Technical Competencies</u>	<u>Required Level</u>	<u>Behavioural Competencies</u>	<u>Required Level</u>
ENGAGEMENT & INTEGRATION SERVICES KNOWLEDGE	Advanced	Customer Focus	Advanced
PARTNER MANAGEMENT (PLATFORM)	Advanced	Creative Thinking	Advanced
SOFTWARE CORE SERVICES KNOWLEDGE	Intermediate	Quality and Continuous Improvement	Advanced
TECHNOLOGY ARCHITECTURE	Advanced	Promoting Teamwork	Advanced
PLANNING + (P&L FIT)	Advanced		
Competency Level (Reference Range)	Basic	Intermediate	Advanced
	Low >----->	>----->	>----->High