Job Description

JOB TITLE: Solutions Architect,
Mandarin Oriental Hotel Group

REPORTS TO: VP, Global Applications

LOCATION: TBD
GEO REMIT: Global

THE GROUP

Mandarin Oriental Hotel Group is the award-winning owner and operator of some of the world's finest hotels. The Group operates luxury hotels in key leisure and business destinations. In total Mandarin Oriental employs 9,000 colleagues in three continents with thirteen hotels in Asia, eight in The Americas and ten in Europe.

OVERALL JOB PURPOSE:

The ideal Solution Architect provides problem-solving, analysis, and engineering support for our team and our partners. The optimal candidate will utilize technical, analytical and project management skills to proactively review current architecture and identify gaps within existing software landscape, vendor capabilities, requirements and expectations and work with key stakeholders to propose a suitable, and future proof architecture. In addition, they will help evangelize and lead the organization in leveraging the data managed for business benefit.

SPECIFIC RESPONSIBILITIES:

The role is specifically responsible for:

- Conduct architectural evaluation and analysis of company-wide systems (Examples include: Property Management System, Data Warehouse

Global Guest Profile Database, Identity Management System, Central Reservation System, Content Management System, CRM, Spa System, Food & Beverage Systems, Finance system, HR system etc.) throughout Mandarin Oriental Hotel Group

- Responsible for cloud application architecture, solutions, and development. Maintain industry best practices to create scalable and secure solutions.
- Lead the creation of solution architectures considering business needs and technology limitations, with the selection of technology standards, describe configuration paradigms, and identify demand for the reference architecture
- Lead technology changes in architecture development, roadmaps, and blueprints
- Defining data elements, keeping the data structure standard across the organization
- Include data management processes and considerations during the architectural design phase
- Advice and guidance provided to developers on quality control processes and standards to ensure that technical work was undertaken to adhere to the IT Policy and relevant IT controls
- Act as an architectural expert in providing advice on technical and risk aspects in adopting new technology including Cloud Computing, Digital, Big Data, AI/ML etc.
- Define enterprise architectural design, service design frameworks well connected with the existing systems
- Engage with project teams to support the Architecture standards and solutions
- Work with the corporate IT office in aligning architecture standards and directions
- Understand the data flow and design solutions which meet our current data governance, stewardship, and frameworks for managing data across the organization in order to maintain a current and accurate view of the larger data picture
- Lead large programmes, working with software partners and the business to oversee development and integration of systems within the overall solution landscape
- Working with the security and data privacy teams to ensure compliance with data security and privacy mandates
- Support the selection and implementation of data platform solutions
- Continually evaluating and working directly with vendor partners to analyze their systems and capabilities and identify recommended solutions, gaps and risks
- Addressing data-related problems regarding systems integration, compatibility, and multiple-platform integration.
- Directing cross functional strategic initiatives related to solution architecture, and recommend process improvements across governed processes

PREVIOUS EXPERIENCE AND SKILLS

- Bachelors or Masters degree in a Technology, Engineering (any field) or a related quantitative discipline. Equivalent demonstrable work experience in lieu of a degree will be considered
- 8+ years work experience designing and implementing solutions
- Experience in providing advice on technical and risk aspects in adopting new technology including Cloud Computing, Digital, Big Data, AI/ML etc
- Proven results in delivering high value business outcomes utilizing an agile approach
- Held past positions commanding significant experience using ability to present technical ideas in user-friendly language
- Past experiences in data platform/warehouse design and re-architecture
- Hospitality industry and systems experience is ideal but not required
- Successfully led and delivered complex IT projects
- Broad technology knowledge across applications, platforms, systems, network, security, etc.
- Experience spanning at least two IT disciplines, including solution architecture and one of: network operation, application development, database management or operations and risk management etc.
- In-depth understanding of application development, architecture standards, methodologies, hardware, and software principles
- Have a high level of attention to detail
- Understanding of Web services (SOAP, XML, UDDI, WSDL)
- Working knowledge of cloud technologies such as AWS, Google and Azure
- Strong presentation and interpersonal skills
- Proven results leading customer and/or partner success stories
- Strong planning skills with the ability to structure activities, resources and workload in order to achieve the right outcomes
- Awareness of the latest innovation and technology trends
- Extensive knowledge of development frameworks, system security measures, database management, and web platforms