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## JOB DESCRIPTION

<b>Job Title</b>	Senior Solutions Engineer (Ecommerce)
<b>Grade</b>	Band 5
<b>Reports to</b>	Ecommerce Service Owner
<b>Date</b>	April 2021

### 1. Job Purpose

The Senior Solutions Engineer will play a leading role in shaping, designing, and overseeing delivery of Ecommerce software solutions across the Cambridge organisation.

The post holder is expected to have expertise in a wide range of relevant technologies as well as domain knowledge specifically across online commerce models including subscription based services. They will use this technical and domain knowledge on assigned projects to shape business opportunities, to analyse and extract requirements from stakeholders, and to devise solutions. They will then work with in-house development teams and/or third party suppliers to oversee successful implementations of these solutions.

Key to this role is partnering with a wide range of stakeholders, including: marketing teams, online store designers and technology teams. The post holder will also work closely with wider Technology Solution Engineering and Architecture teams and will be expected to contribute to wider solution design and shaping where appropriate. Finally, the post holder will need to actively maintain their expertise across a wide range of relevant technologies, standards, and business domains.

### 2. Dimensions

<b>Financial:</b>	This role has no direct budgetary control but will recommend purchase of technology software/solutions and contribute to budget and project planning in the context of technical resource and skills.
<b>Staff:</b>	The role will include dotted line supervision of development and testing teams within assigned projects

**Other:**

Geographically distributed teams: Philippines, Europe and the UK

### 3. Principal Accountabilities

- To partner closely with stakeholders, product teams, and other relevant parties to understand and shape business opportunities and direction. This to include identifying and documenting functional and non-functional requirements and translating these into effective solution designs.
- To work closely with product owners, developers and testers to oversee and support implementation of respective solution designs. This may involve a dotted line reporting model for the Technology resources/teams working on a given initiative.
- To review and recommend appropriate tools and services which will support the initiatives being worked across. This may include overseeing RFI/RFP or other procurement processes. It may also include working closely with third party suppliers on design and implementation of these tools & services.
- To provide review and guidance on solutions architecture for technology projects and initiatives across the Customer Solutions function and wider where appropriate.
- To establish strong and trusted relationships with relevant stakeholders within sales and marketing teams and wider technology functions.
- To maintain, and actively seek to utilise, subject matter expertise across a broad range of technology trends and domains – to include identity, customer preference, online subscriptions, electronic publishing, and web / mobile app development.
- To abide by all Press policies and procedures as detailed in your contract of employment and the Staff Handbook, e.g. Health and Safety, e-mail and Internet use, and standards of behaviour.
- To carry out additional duties which might reasonably be expected of you by your immediate manager or director.

### 4. Context

**(a) Operating Environment:**

Providing software design & development oversight to a range of Ecommerce and Online Marketing initiatives within the Core Technology Group.

<b>(b) Framework &amp; Boundaries:</b>	<p>The post holder may set coding and engineering standards for their respective area(s).</p> <p>Press Architecture group guidelines / rules.</p> <p>Compliance, permissions and code of ethics adherence.</p>
<b>(c) Organisation:</b>	<pre> graph TD     CTO["Chief Technology Officer Core Technology (Member of Technology SMT)"] --&gt; HCS["Head of Customer Solutions"]     HCS --&gt; AM["Applications Manager Salesforce CRM"]     HCS --&gt; PM["Platform Manager Identity"]     HCS --&gt; SSE["Senior Solutions Engineer Ecommerce"]     HCS --&gt; SO["Solutions Owner Identity"]     SSE -.-&gt; SET["Software Engineering and Testing Team"]   </pre>

### 5. Relationships

<b>(a) Subordinates:</b>	<i>(Dotted line reports):</i> Daily stand-ups, fortnightly planning & retrospectives; ad-hoc support and guidance as needed
<b>(b) Superior(s):</b>	Weekly planning meetings; verbal & written communications as needed.
<b>(c) Other Contacts:</b> <b>Within the company</b>	<p>To be effective in role the post holder must cultivate and maintain a wide breadth of relationships across a wide array of the organisations business and Technology groups.</p> <p>Daily contact with wide array of project team members: business Product Owners, Scrum Masters, Developers, QA team, DevOps/SRE.</p> <p>Close partnership with Cambridge Orders checkout and SAP team management and POs (weekly/ad-hoc).</p>

<p><b>Outside the company</b></p>	<p>Member of Joint Architecture Review board and Customer Solutions leadership team.</p> <p>Ad-hoc working with central architecture and projects office; ad-hoc working with service desk to support major incident investigations and resolution.</p> <p>Working with third party technology suppliers for procurement and/or implementation purposes.</p>
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## 6. Knowledge and Experience

You should be an experienced software solutions engineer/architect with excellent business analysis, technical solution design, and documentation skills honed over multiple initiatives, technology stacks, and business domains.

You should be adept at working with business teams to shape ideas & opportunities and have a history of designing elegant solutions to meet the requirements of such initiatives.

You will need to be comfortable working across a wide range of technologies and able to explain technical choices to a non-technical audience.

You will ideally have had a background within online commerce environments and have a good understanding of relevant technologies and tools, to include: .....

You should be up to date with modern web technologies and willing to maintain your knowledge. Learning on the job is encouraged.

Experience working in publishing would be advantageous as would be recent working in a modern web development environment.

Also advantageous would be experience of back-office processes and tooling, to include entitlement and activation services, finance & fulfilment and marketing systems.

Experience in any of the following would also be beneficial: LTI, REST; AWS; SOA & Microservices; XML & JSON; MySQL; MongoDB; deployment pipeline tooling and practices.

Personal Qualities

- A team player
- Ability to guide and mentor on and off-shore engineering team members
- Able to think at a holistic system level as well as lower levels as required
- Ability and enthusiasm to learn new technologies and domains
- Adept at forming highly effective working relationships
- Self-organised, able to work to deadlines, and prioritise tasks

## 7. Job Challenge(s):

Designing and maintaining high quality software architectures is a highly complex activity.

Operating within significant levels of uncertainty/ambiguity.

Software projects are prone to changing scope along with time / financial pressures so the ability to be flexible and responsive, and to make the team the same, is critical for the post holder. Managing expectations of Scrum Master / Project Manager and Product owner is a challenge as is working to tight deadlines whilst continuing to deliver quality product.

The rapid pace of change within Internet and related technologies requires commitment to keeping up to date with industry movements and maintaining good networks.

Time zone and geographical differences between Manila and the UK.

## 8. Additional Information:

The skills required for this role are extremely highly sought after in the publishing industry and the wider IT industry.

## 9. Sign Off

**Job Holder** [Click here to enter text.](#)

**Date**

**Manager** [Click here to enter text.](#)

**Date**