



SPITFIRE INBOUND (PTY) LTD

SPITFIRE SOLUTION ARCHITECT ROLE JOB DESCRIPTION

REPORTS TO: Lead Solutions Architect

JOB DESCRIPTION

ROLE PURPOSE:

The Solutions Architect is responsible for overseeing the technology operations, pre-sales, and advanced implementation projects within the company. This role combines technical expertise with strategic leadership to design and implement scalable solutions, manage client relationships, and guide a team of specialists in achieving project goals. The Solutions Architect also plays a key role in managing integrations, supporting ongoing business needs, and providing innovative technology solutions across various departments and clients.

ROLE TASKS & RESPONSIBILITIES:

Technology Management and Reviews

- Oversee the management of technology operations, ensuring that solutions are aligned with client needs and business goals.

Solutions Architecture

- Design and document solutions architecture, creating detailed diagrams and plans to guide the implementation of complex systems.
- Work closely with clients and internal teams to ensure solutions meet technical requirements and business objectives.
- Oversee and or implement the development of integration solutions, including API development, ERD mapping, and database architecture design.
- Collaborate with stakeholders to assess technology requirements and ensure seamless integrations of new systems.



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Project Management

- Manage special projects, including technology implementations and strategic oversight, ensuring they are delivered on time and within scope.
- Work in cross-functional teams to execute advanced implementation projects, coordinating efforts across various departments to achieve project goals.
- Ensure that all project management processes are followed, including planning, risk management, and resource allocation.
- Regularly review project progress and adjust strategies as needed to meet changing client or business requirements.

Client and Stakeholder Management

- Act as the primary point of contact for high-level stakeholders, including CTOs, strategic directors, and senior executives, ensuring alignment on technology strategy and goals.
- Engage in regular client consultations to assess needs, offer tailored solutions, and ensure that implementations meet their expectations.
- Develop and maintain strong relationships with partners, suppliers, and external agencies to facilitate collaboration and enhance service delivery.
- Manage expectations of very senior stakeholders, ensuring that technology solutions align with broader business objectives.

Advanced Implementation and Support

- Oversee advanced implementation processes, ensuring that clients are equipped with fully functional and optimised solutions.
- Provide technical support and troubleshooting as needed, ensuring that any issues are resolved quickly and efficiently.
- Participate in the development of advanced documentation, ensuring that system implementations are thoroughly documented for future reference.
- Train internal teams and clients on how to use the systems effectively, ensuring they can manage and maintain solutions post-implementation.

TECHNICAL SKILLS:

- Expertise in HubSpot and other major CRM platforms
- Advanced knowledge of digital and data security protocols
- Proficient in API development and system integrations
- Strong project management skills, with experience leading complex technology projects
- Skilled in database analysis and ERD mapping
- Proficient in creating system architecture and technical documentation

BEHAVIOURAL COMPETENCIES REQUIRED:

Critical

- Managing Tasks
- Taking Action
- Developing Strategies

- Providing Insight
- Examining Information
- Interacting with People
- Making Decisions
- Directing People

Important

- Team-Working
- Inviting Feedback
- Meeting Timescales
- Seizing Opportunities

We value our employees and go the extra mile to make sure you receive a learning experience that fits your career goals. You will become extremely knowledgeable in online communication and understanding online marketing and business development in a fast-paced and exciting setting. You will also learn how to work in a professional environment and have ample opportunity to network with department leaders and other professionals throughout the company and industry.