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Certified Master Architect Program – Master Architect Role Description

Role Description

The Master Architect will be responsible for providing the overall guidance and structure for creating and maintaining the designs for the main services of the company ensuring the required business outcomes are delivered. The position involves management of a small team of Technical Architects. All designs created by the team should align to the architecture principles of ServiceNow and should be reusable, reliable and adaptive. The role also will provide a technical gateway between the initial designs agreed in the sales conversations through to the delivery cycles with the project managers, business analysts, solution architects and developers.

Functions:
- Influences customers' objectives, helps define vision and resulting value
- Creation and definition of operating models, capability models, technical architectural models, roadmaps
- Presentation to senior stakeholders of topics, operating models, capability models, solution models, roadmaps
- Define new programs, trains others on ability to lead ServiceNow workshops
- Acknowledged by other technical architects as a source of experience and thought leadership
- Acknowledged by customers' executive sponsors as a key contributor in digital transformation

Experience:
- 5+ years of ServiceNow consulting experience
- Technical lead in over 6 ServiceNow customer engagements (mostly large, complex and global in nature)
- History of partnering with program directors and designing technical program level activities and implementing complex technical solutions
- 5+ years' experience in software consulting
- Experience of presenting to large audiences

Qualifications:
- Minimum ServiceNow Certifications (current):
    a. Certified Administrator Certification (CSA);
    b. ITSM Certified Implementation Specialist (CIS-ITSM);
    c. Certified Application Developer (CAD);
    d. **Two** other of the emerging disciplines (CIS in CSM, HR, SecOps)
- ITIL v3.0 Foundation
- Bachelor's (or equivalent) degree?

Master Architect Competencies:

Core Competencies	
Customer focus	Creates a sense of urgency throughout the organization on the importance of meeting customer needs. Ensures that organizational resources and support are focused on meeting customer needs. Establishes organizational alliances or partnerships with key customers. Fosters a customer-focused environment.
Collaborates	Exemplifies collaborative leadership by inviting a wide variety of perspectives to the discussions. Creates a climate where people communicate fearlessly. Builds a culture of collaboration and teamwork across organizational boundaries. Removes organizational barriers to collaboration.
Communicates effectively	Creates venues for constructive dialogue within the organization. Demonstrates candour and openness when discussing major organizational initiatives. Communicates effectively through presentations to a wide variety of audiences at all organizational levels. Capable of communicating effectively at a 'C-Suite' level. Promotes a free flow of information throughout the organization.
Drives results	Creates an organization that pushes forward in difficult circumstances. Eliminates obstacles that affect organizational performance. Gets results that have a clear, positive, and direct impact on business performance. Drives the organization to achieve results.
Courage	Confronts actions that are inconsistent with the organization's core values. Fosters a culture that supports people who take well-reasoned risks, regardless of the outcome. Takes stands on behalf of the organization in the face of adversity. Leads the organization through high-stakes situations, crises, or conditions of uncertainty.
Cultivates innovation	Commits resources to build a strong innovation portfolio and capitalize on new business opportunities. Creates a culture that nurtures and rewards creativity and innovation. Removes organizational barriers to creativity and innovation. Challenges the organization to generate and implement breakthrough ideas and solutions.
ServiceNow ambassador	Fosters excitement and helps disseminate knowledge about ServiceNow as a technology platform and is able to regularly develop and deliver collateral and workshops that assist customers, partners and other advisers to develop their technical journey further.

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Core Skills:	
Organizational savvy	Navigates internal and external political realities that can advance or hinder organizational initiatives. Gains the favour of key stakeholders to accomplish goals. Uses formal and informal authority to gain buy-in and positively influence the direction of the organization. Understands how to use power and influence to drive organizational priorities.
Consultative perspective	Consults and influences (providing options with pros, cons and risks) while providing thought leadership to senior sponsors/stakeholders in solving significant, organization-wide issues. Drives largest and most successful client relationships through mastery of navigating market and org understanding, ambiguity, and conflict to understand and deliver on client needs. Contribute to shaping strategy for meeting client needs through the design and evolution of solutions. Effectively manages highly sensitive or ambiguous circumstances to address complex client issues and building trust through successful recommendations. Thought leader in their industry.
Strategic mindset	Leverages the organization's key differentiators to develop a viable long-term strategy. Explores future scenarios and possibilities to help the organization respond to change and shape the future. Revisits and updates business strategies in response to evolving market dynamics and organizational needs. Develops and integrates organizational strategies to achieve and sustain competitive advantage.
Manages complexity	Approaches problems from a systems perspective, defining connections, linkages, and interdependencies. Obtains resources and establishes organizational processes that enable effective information gathering. Anticipates complex challenges the organization may face in the future. Synthesizes information from many sources to arrive at a broad and deep understanding of complex issues.
Business process design and improvement	Is seen as a thought leader with a broad and deep understanding of business process concepts in multiple specialized fields. Drives development of solutions to problems and critical business process issues, often for the most complex or difficult customer situations. Applies extensive expertise to develop intellectual capital and best practice solutions, and coach / direct junior team members, perhaps related to the newest products or services.