|  |
| --- |
| Service and job specific context statement |
| **Directorate:** | Central Services |
| **Service:** | Technology and Change |
| **Post title:** | Lead Technical Architect |
| **Grade:** | Grade N |
| **Responsible to:** | Enterprise Architect |
| **Staff managed:** | Manage staff on a project/matrix basis (not direct line management) |
| **Date of issue:** | June 2022 |
| **Job family:** | **P&T - Professional & Technical**  |

|  |
| --- |
| Job context |
| The core focus of this job is to lead and manage the development, governance and monitoring of IT Infrastructure Architecture delivered and/or supported by the Technology & Change Service in order to meet the business requirements of the organisation. You will have a lead role in the formal Enterprise Architecture (EA) program, working with a team of architects and domain experts (business, information, solution, technical and other).You will provide Technical Architecture expertise to the organisation to ensure maximum business benefit from the investment in technology whether on-premise or cloud based. As Lead Technical Architect you will provide the necessary leadership, analysis and design tasks related to the development and security of the IT Infrastructure architecture. You will work with the EA team and domain experts to provide high-value technology support to ensure the totality of solutions best enables the organisation’s objectives across a range of capability requirements.The role will require you to develop business cases, lead projects, often responsible for managing teams, ensuring the overall success of the objectives. The role involves producing high quality, formal proposals and reviewing formal deliverables developed by others. This role requires significant stakeholder engagement, dealing directly with suppliers and internal domain experts to create technology design patterns and solutions. Provide advice and guidance on Cloud based platforms and their toolsets and features.As the Lead Technical Architect (Infrastructure):* You are responsible for defining the IT Infrastructure EA process and architecture review and advisory process, and for leading the integration of those processes with related business and IT processes. You will contribute to the overall enterprise architecture approach for the organisation, and support the communication of the architectural direction.

As the Lead Technical Architect (Digital Technology)l:* Lead the technical design and strategy for the Digital Products & Services team, ensuring the platform(s) meets the needs of the customer & organisation. (This will also involve creating technology design patterns and solutions and where appropriate, carry-out ‘proof-of-concept’ research and development work for review and presentation by technical teams.)
* Lead on the ongoing development and improvement of the Customer Portal and underpinning infrastructure and services
* Provide advice and guidance on software and systems development methods.

As technical subject matter expert, you are also required to utilise your skills and experience to provide a technical consultant role for the escalation of technical queries from the 3rd line technical support teams.As part of the NYCC Commercial Strategy T&C supports service areas across the authority to realise their commercial objectives. T&C also directly provides commercial services to Schools, Public Sector, Community and Private Sector organisations. The post holder will matrix manage staff. The post holder will be responsible for contributing to decisions on directing spend in the range of* £300,000 to £1,500,000 annually
 |

|  |
| --- |
| Structure |

|  |
| --- |
| Job Description |
|  |  |

|  |  |
| --- | --- |
| Job purpose | The core focus of this job is to proactively support Enterprise Architecture activities by creating and maintaining deliverables that guide the developing direction of the organisation’s portfolio of IT Infrastructure to deliver targeted business outcomes. As a premier advocate of EA, the Lead Technical Architect will work with other architects and domain experts within Technology and Change, external providers and multiple business services to determine the target Technical Architecture which will enable the delivery of the business strategy. |
| Operational  | * Work with Enterprise Architecture (EA) peers (e.g., enterprise, business, information and solutions architects) to analyse enterprise business context (business strategy and trends), as well as change requirements to derive the technology architecture future state. This includes defining the requirements, principles and models that guide technology decisions for the enterprise.
* Understand technology trends and the practical application of existing, new and emerging technologies to enable new and evolving business and operating models.
* Monitor the current-state IT Infrastructure portfolio to identify deficiencies through aging of the technologies used by the organisation, or misalignment with business requirements and make recommendations to replace.
* Technical consultant for the escalation of technical queries from the 3rd line technical support teams.
* Drive digital innovation by leveraging innovative new technologies and approaches to renovate, extend, and transform the existing core technology base and IT estate.
* Define high-level technical infrastructure migration plans to address the gaps between the current and future state, typically in sync with the IT budgeting or other capital planning processes.
* Lead the analysis of technology industry and market trends to determine their potential impact on the enterprise as well as on the enterprise technology architecture.
* To matrix manage, coach, mentor and collaborate with technical domain experts and EA peers to develop technology architecture that enables and drives new business capabilities and operating models.
* Assist with designing the governance, assurance and standards activities associated with ensuring enterprise technology architecture compliance.
* Oversee, or consult on, technology implementation and modification activities (for example, projects), particularly for new or shared infrastructure solutions.
* Consult on application or infrastructure development projects to harmonize systems or infrastructure with the enterprise technology architecture, and identify when it is necessary to modify the enterprise technical architecture (ETA) to accommodate immediate or future project needs.
* Oversee and facilitate the research, evaluation, and selection of hardware and software technology and product standards, as well as the design of standard configurations.
* Identify the organisational impact (for example, on skills, processes, structures and culture) and financial impact of the enterprise technology architecture.
* Document necessary enterprise technology architecture design and analysis work, which may include project post-mortem documentation and metric collection.
* Define metrics to measure and demonstrate architectural value
* Advocate and augment the principles of Enterprise Architecture
 |
| Communications | * Establish respectful, trusting relationships with customers.
* Develop and use effective communication systems appropriate to the audience.
* Negotiate effectively with external agencies to ensure best value for the Council.
* Liaise with internal colleagues and external organisations to deliver and procure services as required.
* To provide clear leadership to project teams to ensure unambiguous direction and performance management in delivering the required outcomes.
 |
| Partnership / corporate working | * Liaise as required with partner organisations on Technical Architecture projects and issues as appropriate.
* To represent the Authority, Technology & Change Service as necessary at Member and officer working parties and any other internal or external meetings on Technical Architecture matters.
* Use Enterprise Architecture effectively to support the planning and developing of services with other agencies.
* Record, summarise, share and feedback information to ensure all partners are appropriately informed.
* Work in a team context and forging and sustaining relationships across agencies and respecting the contribution of others working with customers.
 |
| Resource management | * To ensure staff working with the Enterprise Architecture service are clear about what is expected of them, and enabled to develop the necessary skills and knowledge through development opportunities.
* To matrix manage virtual teams in the development and implementation of IT Infrastructure for Technical Architecture Projects.
* Resource Management to ensure adequate resources are available to deliver Technical Architecture projects.
* Forecast and manage the demand for Technical Architecture services
* Responsible for the management of multi – skilled Project Teams
* To be proactive in the promotion of continuous personal development of all staff allocated to the team, including self. Reviewing staff skills matrix on a regular basis.
* To lead, manage and promote a culture of exceptional customer care.
 |
| Systems and Information | * Using the relevant enterprise architecture tools to maintain a list of all Technical Architecture artefacts enabling several different views to be available (e.g. Customer, business, technology).
* In conjunction with other service areas, develop initiatives and proposals to promote the work of the service.
* Prepare and present reports to Committees, Councillors and the public.
* Use systems and information as appropriate to quality assure the work of other professional and support staff.
* Ensure service information is available to customers and the general public as appropriate.
 |
| Strategic management  | * Lead the development of the Technical Architecture strategy for the organisation.
* To provide direction on the production, monitoring and review of the procedures and policies for the service.
* To assist the senior management team in identifying business opportunities to develop and enhance the service to the customers.
* Understand business drivers and business capabilities (future and current state), and determine corresponding enterprise infrastructure designs to support and respond to changing organisational requirements.
* To facilitate the creation of Outline Business Cases to support the future state technical decisions and recommendations.
* To identify process and policy improvements which could be improved and deliver cost reductions to the Technology & Change Services and NYCC
* Provide consultancy to the Directorates to ensure that technical proposals are translated into practical deliverables
* To actively consider new and innovative ways of doing things recognising and promoting the positive benefit of change to improve services and achieve goals.
* To ensure that all commercial solutions are assessed and developed in line with T&C architecture principles and long-term roadmaps
* To support the T&C Commercial Lead in the development of the T&C Commercial Strategy.
 |

|  |
| --- |
| Person Specification |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge* In depth understanding of the business and technical issues associated with the analysis, design, development and support of information systems.
* In depth understanding of business or systems analysis methods and tools, e.g. BPMN, LEAN, UML.
* Knowledge of change management, risk management, setting up and initiating agile projects.
* Good understanding of the IT industry's best business practices and procedures:

ISO/IEC27001- Information SecurityISO/IEC20000 – Service ManagementPrince II – Project Management* Knowledge of Enterprise Architecture (Zachman, TOGAF etc)
* Knowledge of software and systems development methods.
* Knowledge of Public Sector best practice guidance, e.g. OGC toolkit.
* Knowledge of staff resource scheduling and work planning.
* In-depth knowledge of one of the following areas of Microsoft architecture, End user Compute, Unified Communications or Server Estate.
 | * Good understanding of service management systems and work flow
* Aware of ISO/IEC 9002
* Good understanding of ITIL based Change Control process and methodology
 |
| Experience* Experience of successfully leading on Technical Infrastructure Architecture
* Significant experience at a senior technical and management level in an large organisation
* Demonstrable track record of contributing to service improvement, service efficiency and seeking innovation
* Experience of developing positive business relationships at all levels to help achieve business objectives
* Experience of contributing to the development of ICT strategies and project portfolios to help achieve complex business objectives.
* Experience in at least two of the following areas: business intelligence, project management, change management, ITIL service level management
* Experience of gathering and analysing business requirements for business intelligence provision
* Experience of initiating, planning and managing complex ICT projects
* Significant experience of resource management
* Proven and effective experience of the management of resources in a changing organisational environment, including financial resources.
 | * Experience of working in ICT or business change in the public sector
* Experience of change management systems
 |
| Occupational Skills* Analytical skills - analyses and interprets high level information to influence strategic decisions
* Audit skills - Monitors audit legislation, undertakes audit investigations and monitors performance against audit plans
* Decision making skills – makes decisions which may involve difficult choices or considered risks
* Persuading, Influencing and Negotiation Skills

Strong interpersonal, influencing and negotiating skills and have influenced senior stakeholders within and across organisational boundaries. Ability to question and challenge current practice. * Communication skills – good presentation skills, good written skills, ability to prepare reports on complex issues and the confidence to present them.
* Financial/budget management skills – co-ordinates, monitors and reviews the use of financial resources.
* Project working skills – manages the delivery of projects using appropriate project planning techniques
* ICT skills – Intermediate ICT Skills in Microsoft office applications
* Customer care skills - Ability to put the customer at the centre of service and business solution design, ability to balance the role of customer advocate with a corporate approach.
* Ability to act firmly but with tact and understanding
* Ability to take clear decisions
* Ability to work in a pressurised environment, deal with competing demands and determine priorities
 |  |
| Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role* Educated to degree level or equivalent experience in a relevant subject
* Recognised management qualification
* Evidence of ongoing commitment to CPD.
 | * ITIL V3 foundation certificate
* Project management qualification
 |
| Other Requirements* Ability to travel across the County
* Ability to attend meetings outside of normal business hours
* Professional values and attitudes
* Ability to work both on own initiative and as part of a team
* Ability to work to specified deadlines
 |  |
| Behaviours  | [Link](http://www.northyorks.gov.uk/article/23524/What-you-should-know-before-applying-for-a-job) |

NB – Assessment criteria for recruitment will be notified separately.
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.