South Tyneside Council

BUSINESS AND RESOURCES

JOB DESCRIPTION

POST TITLE: ICT Solutions Architect

GRADE: Band 9

RESPONSIBLE TO: Lead Solutions Architect

RESPONSIBLE FOR: Provision of end to end management of ICT operational technical architecture

Overall Objectives of the Post:

Overall management and co-ordination of ICT operational technical architecture and required controls to ensure the Availability, Capacity, Continuity and Security ICT requirements of all services are met. To maintain a high degree of customer service and adhere to all service management principles and processes.

Key Tasks of the Post:

1. *To take responsibility for the design and governance of assigned projects. You will:*

- Act as the interface for senior management in terms of service technical solution architecture.

- Interpret digital and ICT strategy and policies, including security policy, and contribute to the development of standards and guidelines that comply with these.

- Recognise potential strategic application of IT, and initiate investigation and development of innovative methods of exploiting IT assets to the benefit of the Digital and ICT Service and customers.

- Work proactively to maintain a stable, viable architecture and ensure business, service delivery, performance and operational management requirements are reflected in all in-scope technical solutions and designs including those for programme transformation service improvement plans.

- Ensure technical and service designs compliment each other including appropriate alignment of Availability, Capacity, Continuity and Security management process design.

- Provide appropriate governance at each stage of the service lifecycle, this includes attendance at design boards during service design phase to assist with assurance of proposed costing and quotations and also support sign off of service design packages before handover to service transition.

- Play a major role in the selection of any new IT infrastructure or technology solutions.

- In liaison with the Business Change and Delivery Manager and project managers, assist with the creation of technical plans and assure that defined criteria for acceptance into service, including successful completion of appropriate tests are met.

- Attend the Change Advisory Board(s) on a regular basis and provide appropriate guidance and governance in relation to internal infrastructure change approval process.

- Ensure within formal methodology, framework, processes and policies and in liaison with the ICT Service Lead and Technical Team Leaders/Managers that all in life services and appropriate resources deliver the levels of Availability, Capacity, Continuity and Security agreed. This includes the development, documentation, communication of appropriate procedures and providing advice and guidance on the application and operation of elementary physical, procedural and technical security controls.

- Support the ICT Service Lead with Availability, Capacity, Continuity and Security service performance reporting against targets contained in SLAs with specific focus on any exception reporting as required.

- Ensure effective identification and mitigation of technology related availability, capacity, continuity and security risks impacting service delivery for all information systems.

- Assist the Problem and Major Incident Processes with Availability, Capacity, Continuity and Security related problems and incidents.

- Monitor and manage all technically related security breaches and handling of technically related security incidents, investigating and taking remedial action to prevent recurrence wherever possible.

- Ensure that the Availability, Capacity, Continuity and Security Management processes, their associated techniques and methods are regularly reviewed and audited, and that all of these are subject to continual improvement and remain fit for purpose.

- Maintain a good technical knowledge of all IT product capabilities and the technical frameworks in which they operate.

- Promote the development and exploitation of technical knowledge in the organisation.

- Support the achievement of all KPIs and PIs defined in the service level agreements.

- Support the achievement of customer and staff satisfaction targets for the service including customer satisfaction targets for consultancy and delivery of new or changed services.

- Adhere to and support end to end service management processes and procedures.

- Adhere to ICT policies and procedures including security policies as stipulated by Client Security Officer(s).

- Understand and contribute to the Council's ICT and Digital Strategy.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: MM/KDS

Date: 23/10/2019