



# South Tyneside Council

## BUSINESS AND RESOURCES

### PERSON SPECIFICATION

**POST TITLE:** ICT Solutions Architect

**GRADE:** Band 9

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Educational Attainment</b>	<ul style="list-style-type: none"> <li>ITIL 3 Foundation Certification</li> </ul>	<ul style="list-style-type: none"> <li>Educated to degree level in an appropriate computer related subject or equivalent</li> <li>TOGAF foundation certification</li> </ul>	<ul style="list-style-type: none"> <li>Application form</li> <li>Certificates</li> </ul>
<b>Work Experience</b>	<ul style="list-style-type: none"> <li>Experience in a technical specialism</li> <li>Experience in 1 or more of the following processes:               <ul style="list-style-type: none"> <li>Availability Management</li> <li>Capacity Management</li> <li>Continuity Management</li> <li>Security Management</li> </ul> </li> <li>Substantial experience of relevant public sector service delivery or operations support, including relevant experience in an ICT environment</li> <li>Relevant experience in ICT Service technical design and/or support</li> <li>Experience in using a commercial service Management System tool set</li> </ul>	<ul style="list-style-type: none"> <li>Experience in assessment of change requirements in a business environment</li> <li>Experience in the technical design and costing of end to end service technical solutions</li> <li>Experience of technical quality assurance of service transition and acceptance into service procedures</li> <li>Experience in the following processes:               <ul style="list-style-type: none"> <li>Availability Management</li> <li>Capacity Management</li> <li>Continuity Management</li> <li>Security Management</li> </ul> </li> <li>Experience in stakeholder management</li> <li>Experience in risk management</li> </ul>	<ul style="list-style-type: none"> <li>Application form</li> <li>Interview</li> <li>References</li> <li>10 minute presentation on subject relevant to post</li> </ul>
<b>Knowledge/ Skills/ Aptitudes</b>	<ul style="list-style-type: none"> <li>Able to demonstrate leadership in Service Solution Architecture</li> <li>A good understanding of end to end service management and the interdependencies</li> </ul>	<ul style="list-style-type: none"> <li>An excellent understanding of end to end service technologies, their management and their practical application to</li> </ul>	<ul style="list-style-type: none"> <li>Interview</li> <li>References</li> </ul>

	<p>between service management processes and procedures- particularly Availability, Capacity, Continuity and Security Management activities and interfaces</p> <ul style="list-style-type: none"> <li>• Able to perform a broad range and variety of complex solution architecture activities and manage interdependencies between them</li> <li>• Able to advise on available standards, processes, tools and applications relevant to service infrastructure and applications architecture design and management and can make correct choices from alternatives</li> <li>• Able to take full accountability for own work and supervisory responsibilities</li> <li>• Able to influence organisation, customers, suppliers and peers on the contribution of ICT technical solutions and their management</li> <li>• Able to write concise, informative and conclusive evidence based reports</li> <li>• Able to facilitate collaboration between stakeholders who have diverse objectives</li> <li>• Able to make and stand by decisions, articulating clearly the reasons behind them</li> <li>• Able to communicate clearly, patiently and effectively with customers, management and staff</li> <li>• Able to develop effective working relationships with all ICT Staff members, suppliers, customers, other external organisations</li> <li>• Able to analyse and interpret key data and formulate ideas and proposals</li> </ul>	<p>business improvement</p> <ul style="list-style-type: none"> <li>• Able to effectively present at meetings on a wide range of infrastructure and applications architecture related matters to a variety of audiences</li> <li>• Good planning and organisation skills</li> <li>• Able to communicate articulately and confidently at all levels but particularly at Head of Service level and above</li> </ul>	
<b>Disposition</b>	<ul style="list-style-type: none"> <li>• Customer focussed</li> <li>• Self-motivated, able to work under pressure, meet deadlines and be resilient</li> <li>• Friendly and approachable</li> <li>• Able to work effectively both individually and as part of a team</li> <li>• Able to demonstrate initiative</li> <li>• Methodical and organised in approach to work</li> </ul>	<ul style="list-style-type: none"> <li>• Committed to assisting in the career development and progression of other team members</li> </ul>	<ul style="list-style-type: none"> <li>• Interview</li> <li>• References</li> </ul>

	<ul style="list-style-type: none"> <li>• Adaptable to change</li> <li>• Committed to continued professional development</li> <li>• Excellent capacity to learn and develop knowledge and skills and share learning with others</li> <li>• Willing to undertake self-study</li> <li>• Able to inspire and motivate</li> <li>• Helpful</li> <li>• Always seeks to identify and see through, where appropriate, continual improvement</li> <li>• Proactive and innovative</li> <li>• Flexible approach to work</li> <li>• Committed to the principles of equality and diversity</li> </ul>		
<b>Circumstances</b>	<ul style="list-style-type: none"> <li>• Prepared to work outside normal office hours when required</li> <li>• Baseline security clearance</li> </ul>	<ul style="list-style-type: none"> <li>• Full current clean driving licence or access to a means of mobility support</li> <li>• Willing to use own transport (if available) for work duties when necessary</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> <li>• Basic check</li> </ul>