

ICT



<i>Corporate - ICT</i>	
Post Title	Grade
ICT Technical Architect	10

Our Vision – A county where big ambitions, great connections and greener living give everyone the opportunity to prosper, be healthy and happy

Our Outcomes – Everyone in Staffordshire will:

- Have access to more good jobs and share the benefit of economic growth
- Be healthier and more independent for longer
- Feel safer, happier and more supported in their community

Our Values – Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- **Ambitious** – We are ambitious for our communities and citizens
- **Courageous** – We recognise our challenges and are prepared to make courageous decisions
- **Empowering** – We empower and support our people by giving them the opportunity to do their jobs well.

About the Service

Staffordshire ICT defines and delivers an ICT strategy that is directed by the ambitions of the County Councils Strategic Plan and in year Business Plans.

The ICT strategy defines how Staffordshire County Council will exploit to best effect its use of Information and Communication technology with particular emphasis on how “Digital Transformation” can enable the Council to deliver services in a fundamentally different way that radically transforms Citizen Interactions and the delivery of services in a digital era.

Such transformational change embracing cloud computing, mobile working and Information sharing requires strong leadership to understand and remodel cross organisational service delivery focussing on the whole system and designing this from a citizen perspective. Inevitably such change calls for complex change management and negotiation skills to ensure successful and integrated delivery across public sector partners and private sector supplier organisations.

Whilst the role of ICT in digital transformation is critical to long term organisational success and sustainability, the ICT function must also ensure that its delivery of the core ICT service is efficient, secure and reliable as the impact of technological or cyber security related failure is catastrophic to the productivity of the organisation. Robust management of ICT services and in particular the effectiveness of Cyber Security defences is paramount to the effective delivery of the councils legislative responsibilities.

ICT Architecture, Operations and Service delivery

This area of the ICT service is responsible for the operation of the councils ICT Infrastructure, this includes the Data Centre Infrastructure that runs all of the councils primary business applications such as our Social Care system or the hundreds of other Business applications that are delivered

locally allowing staff to deliver statutory responsibilities. The security of council data through backup and replication solutions and the routine testing of ICT Disaster recovery arrangements is also a key responsibility of this service area.

The service manages and operates on behalf of the wider Staffordshire Public Sector, the Staffordshire Public Services network that allows council, NHS, Fire and Rescue and District/Borough council staff to perform their critical roles accessing a variety of ICT resources and increasingly sharing intelligence and services over this exemplar shared service capability.

Operationally these services are very much a 365 x 24 hour operation and a range of “on-call” arrangements are in place to ensure that operational ICT availability is maximised and disruption to council or wider Public Sector activities as a consequence of technological failure or malicious Cyber Security activity are minimised.

Inevitably the complexities of such environments require careful planning to ensure that changes and future demands are met, validated, documented and planned into design documents, change proposals and projects to ensure that the services delivered are fit for purpose, compliant with stringent security demands and don't compromise the operational availability of services. The function therefore includes an Architectural team that plan and design technical solutions be they driven through new Business demands, increased utilisation of existing services, compliance needs, risk reduction, cost reduction or any other driver. The constant demand for ICT related change and the need to maintain security compliance means that this small team is critical to the sustained availability of services working closely with operational teams to ensure that deployment is authorised and implemented effectively.

The Service Delivery team support the councils workforce of staff, volunteers and subcontracted partners to ensure that they can optimally access ICT services using the best technology to meet their needs and access support should they experience any difficulties. The team manage the routine refresh of end user compute technology including, hardware, mobile devices and associated software to ensure that the council is always using maintained and compliant software in line with Security requirements and external compliance mandates.

Reporting Relationships

Responsible to: **Architecture and Technical Standards Manager or Applications Architecture, Development and Operations Manager.**

Responsible for: **Matrix Management of ICT Infrastructure Officers & ICT Senior Support officers**
Resources may be dedicated or virtual – pastoral management of dedicated resources is provided by the relevant manager.

Key Accountabilities:

- Provide technical leadership for ICT architecture and lead on the development and maintenance of architectural plans and roadmaps to ensure that current and future Business and ICT requirements are met.
- Ensure that architectural assessments, design documents and roadmaps are fully validated, documented and maintained to agreed standards ensuring that the rationale and direction of travel are clearly understood by both ICT and Business stakeholders.

- Assist in implementation of agreed architectural plans, leading virtual or dedicated teams to implement new technologies in line with the ICT Strategy, Technology roadmaps and agreed standards.
- Develop and maintain standards for technology services to ensure that all in life solutions remain fully supported and maintained, ensuring that technological enhancements are exploited as appropriate and security vulnerabilities are identified and addressed.
- Accountable for the ongoing review and assurance of the relevant technical landscape, working with Operational and Service Delivery Teams to enforce the alignment of solutions to agreed technical standards.
- Lead on the research, evaluation and piloting of new technologies and services, to inform the ICT Technology Strategy improving ICT Service Delivery to customers and/or to reduce operating costs.
- Lead and empower virtual teams (consisting of internal staff, sub contractors and contracted specialists) where required in relation to agreed projects and priorities.
- Ensure that Invitation to Tender (ITT) documents linked to the procurement of new ICT solutions are aligned to current and future architectural standards.
- Provide in-depth problem analysis and resolution and act as third line technical support for incidents escalated through Operational Teams or Process Leads to resolve customer or technical issues.
- Act as the Technical Lead where required in relation to Projects, Supplier meetings and ICT Account Management support as required.
- Work closely with the other ICT teams and customers to ensure that Business change is understood and taken into account when developing Technical Roadmaps ensuring that services remain cost effective and support Business ambitions.

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

Financial Management

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

People Management

Engaging with People Management policies and processes

Equalities

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Climate Change

Delivering energy conservation practices in line with the Council's climate change strategy.

Health and Safety

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.

Safeguarding

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

Person Specification

A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
	Qualifications/Professional membership <ul style="list-style-type: none"> • Degree level Education or equivalent technical experience • Relevant ICT Technical Qualifications (e.g. Microsoft Certified Master, Cisco Certified Networking Professional) • ITIL Qualified (Foundation\Practitioner) • BCS Intermediate Certificate in Enterprise and Solutions Architecture or equivalent 	A A A A
 	Knowledge and Experience <ul style="list-style-type: none"> • Substantial experience of leading the development of ICT Architectures and associated standards in an enterprise environment • Substantial experience of ICT operations, Service Delivery and ITIL processes associated with the successful planning, deployment and in-life operation of ICT services. • Substantial experience of IT security to ensure that solutions and services are built in line with the principle of Security by Design. • Demonstrable experience of “subject matter expert” leadership in specialist area e.g. Cloud Infrastructure, Networks, End User computing technology etc. • Experience of working with customers, stakeholders and suppliers with the ability to communicate both technically and non-technically to a wide variety of stakeholders • Experience in undertaking complex ICT work that impacts on strategic decision making • Experience of managing technical change within projects and operational environments. 	A/I/T A/I A/I A/I A/I A/I A/I
 	Skills <ul style="list-style-type: none"> • Effective Communication skills (both written and verbal) • Ability to provide high quality plans, procedures and support documentation such as architectural designs, build and deployment processes, recovery procedures and Disaster Recovery documentation. • Attention to detail relating to the production or assurance of technical documentation • Professional approach focussed on effective customer solutions balancing the need for appropriate levels of security • Highly motivated and able to work on own initiative and lead and empower virtual teams • Effective interpersonal skills • Adept at data analysis • Logical approach to problem resolution. • Ability to deal with a range of issues and conflicting demands • Availability and willingness to work flexibly sometimes including antisocial hours when required to meet deadlines and/or reduce end user disruption due to change 	A/I A/I A/I A/I A/I A/I A/I A/I A/I



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We are proud to display the **Disability Confidence Symbol**, which is a recognition given by Jobcentre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting
Shared Services on 01905 947446