Role Title	Technical Architect				
Job Family	Digital, Data and Technology	Sub Category	Technical	Grade	TPB5
Behaviours	• Changing and Improving	• Making Effective Decisions		• Delivering at Pace	
Purpose	Identify and design the technical architecture to best fit customers' business requirements.				

FCDO Services

Key Accountabilities

- Develop high-level and low-level technical designs for FCDO Services' customers that meet business, technical and security requirements;
- Provide the technical expertise and quality assurance for all aspects of design, documentation, processes and products, including assessment of supplier performance;
- Provide effective impact assessment of change proposals and assist in estimating costs of change or new proposals;
- Work with colleagues and customers to ensure that solutions are transitioned into an effective support arrangement through education of Operations teams;

- Manage the efficient and effective resolution of problems caused by the interaction between hardware and software to minimise negative impacts or disruption;
- Assist business development in gaining potential work e.g. by contributing to the tender process or by providing technical support to the sales team;
- Maintain knowledge of specific technical specialism's, provide detailed advice regarding their application and execute specialised tasks
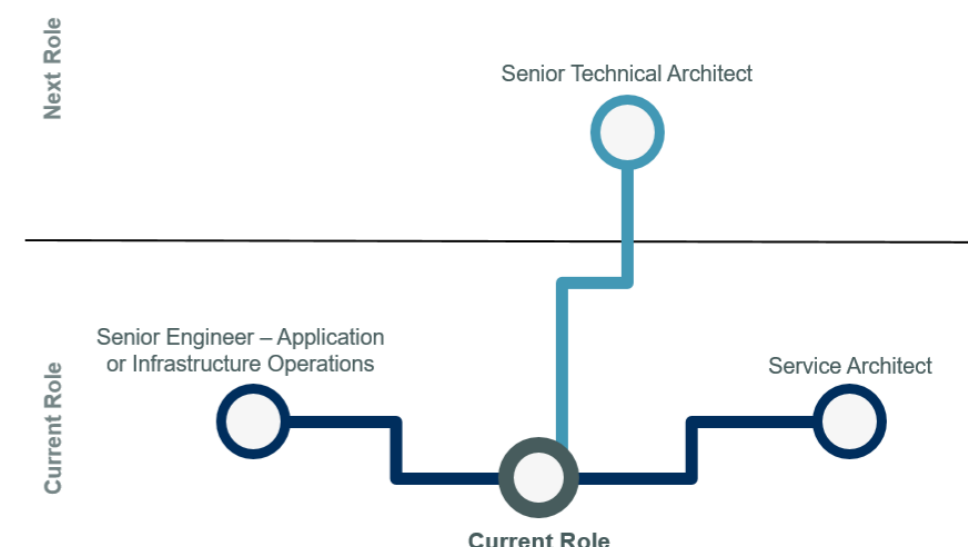
Authority and Scope

- Work under the direction of the Senior Technical Architect
- Ensure compliance with technical and quality standards and with governance processes, e.g. change and problem management;
- Apply common strategies and appropriate patterns and develop common strategies for delivering backup, monitoring and disaster recovery;
- Work with bespoke systems that have minimal support documentation;
- Provide technical advice and influence other teams on the best technical solutions and process improvements

Internal and External Communications

- Work with customers to understand the problem they are trying to fix, scope requirements, to provide assurance, and to negotiate mandatory requirements / specified technologies to fit with FCDO Services' technology standards;
- Work closely with IT / Digital colleagues to fix technical problems and direct development;
- With suppliers to explore, new technologies, share knowledge and work towards shared technical standards and approaches

Potential Next Career Moves

Next Role

Senior Technical Architect

Current Role

Senior Engineer – Application or Infrastructure Operations

Current Role

Service Architect

Skills

- Technical design and architecture;
- User-centred design;
- Analyse, interrogate and evaluate data;
- Draft/author professional/technical documents;
- Bridge technical and non-technical;
- Problem solving;
- DDaT Role: Technical Architect

Qualifications, Knowledge and Experience

Essential
- Relevant professional qualifications or certifications;
- Experience creating low- and high-level technical designs;
- Knowledge of design and architectural patterns;
- Substantial experience of server/operating system and network technologies;
- Working knowledge of auditing and security products configuration and implementation;
- Used technologies in enterprise and virtual environments

Desirable
- Prince2 Practitioner certification;
- ITIL Foundation in Service Management;
- Agile Foundation certificate;
- Experience of different delivery environments and methods: DevOps, Agile, Prince2;
- TOGAF Level 2 Certification;
- Microsoft role-based certification - Expert and relevant product certifications;
- Member of a relevant professional body

Additional Requirements

While the overarching profile identifies the skills required at a high level, the following skills will be called upon on a daily basis and should be evidenced when requested during interview. The Technical Architect is required as a minimum to be proficient in each of these areas:

IT Security (CISSP Qualified or equivalent knowledge)

MS Windows Server 2000 - 2019

MS SQL Server admin and ad-hoc queries

MS Exchange 2000 - 2019

Cisco switches, routers and Firewalls (Cisco 300-115 SWITCH and Cisco 300-206 SENSS exams minimum)

Aruba APs, AirWave, ClearPass and Mobility controllers

VMWare ESX 5.0 - 6.7

Familiarity with writing architectural designs for new networks and systems

Familiarity writing RMADS documents

MS VBScript

MS Powershell

Arcserve Backup

Sophos and McAfee Anti-Virus

NetApp NAS

HP SAN storage devices

HP Proliant server ranges

Linux (various versions)

Unix scripting

DNS Admin

MS-Office 2010 - 365

Management, routing and distribution of TV streams throughout the environment

Management, routing and distribution of digital signage throughout the environment

Management, routing, distribution and storage of CCTV data throughout the environment

Management, routing and distribution of WIFI system throughout the environment

Ad-hoc development of MS-Access databases

Ad-hoc development of MS-Excel and MS-Word macro -based templates