

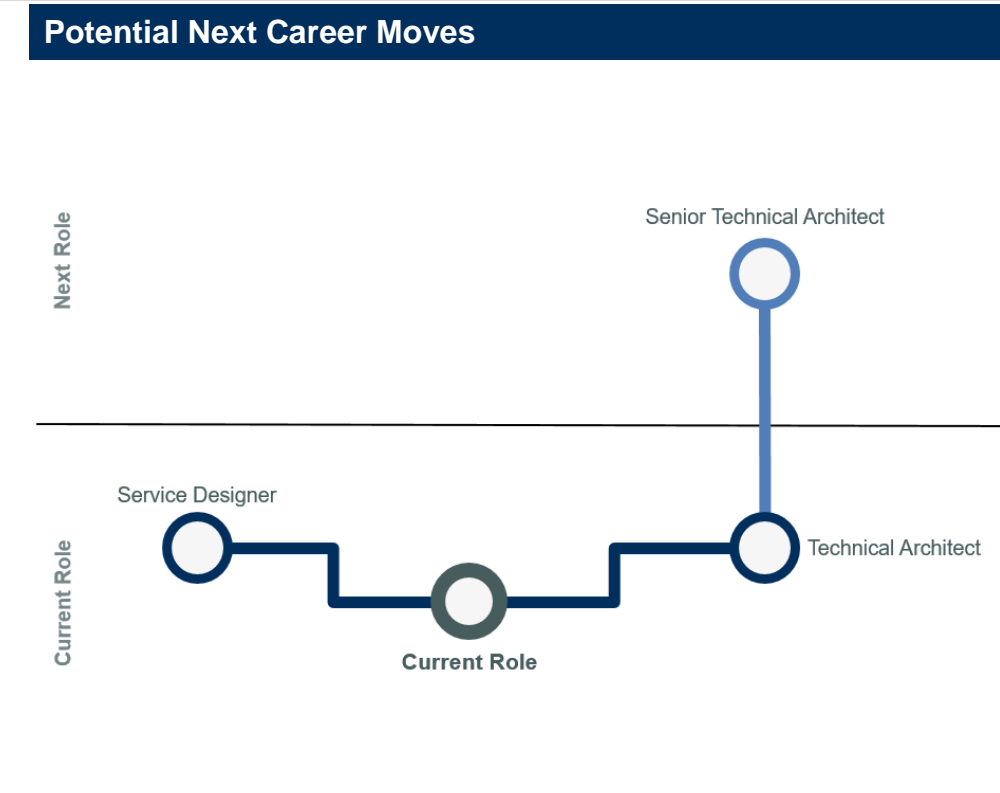


Role Title	Service Architect		
Job Family	Digital, Data and Technology	Sub Category	User Centred Design
Behaviours	<ul style="list-style-type: none"> Seeing the Big Picture 	<ul style="list-style-type: none"> Delivering at Pace 	<ul style="list-style-type: none"> Communicating and Influencing
Purpose	Provide a service architecture support service to customers and internal delivery teams.		

Key Accountabilities	
<ul style="list-style-type: none"> Lead the analysis, design and development of platforms and solutions for internal and external customers; Create and maintain Service Level and Operating Level Agreements (SLA / OLA), business service measurements and system service measurements; Carry out service cost modelling to calculate the full costs of products and services; Create and maintain the Service Catalogue; Ensure all service management products are delivered and implemented for go-live; Assess requests for change against business impact, cost, benefit and risk associated with maintaining the operational 	<ul style="list-style-type: none"> integrity of platforms currently under support; Maintain and action continual service improvement plan; Maintain own professional development and expertise in the latest technologies and best practice to support and grow the business

Authority and Scope
<ul style="list-style-type: none"> Prepare service definitions, low and high-level service designs; Ensure services are delivered in line with standard service catalogue and the Technology road map; Ensure compliance with internal and customer required standards and protocols, including change/problem/issue/risk management and security; Ensure service design documentation aligns with required standards; Contribute to budget and financial planning in line with RAP process

Internal and External Communications
<ul style="list-style-type: none"> Build relationships with internal and external stakeholders, including the SMI, ICT Operations teams, Project Manager, Product Owners, Finance and Technical Architects to define services and costs and develop and implement service designs; Lead workshops and other meetings with internal teams and FCDO Services stakeholders of designs and recommendations being proposed; Participate in monthly services reviews



Skills
<ul style="list-style-type: none"> Analyse, interrogate and evaluate data; Interpret professional/technical documents; Draft/author professional/technical documents; Stakeholder management; Costing of products/projects/services/changes; Service architecture; Technical design and architecture; User focus; Prototyping; DDaT Framework: Technical Architect

Qualifications, Knowledge and Experience
Essential
<ul style="list-style-type: none"> Deep understanding of ITIL processes; Extensive Service Management Design experience; Technical architect experience

Desirable
<ul style="list-style-type: none"> Operating IT systems within Government environments; ITIL Foundation Certification; Knowledge of FCDO Services Product Portfolio; Bid Management; Sales and/or account management experience; Project Management skills and experience