

Role Profile



FCDO Services

Role Title	Technical Architect
Business group and team	GDT Technology and Operations - Professional Services
Job Purpose Overview	<p>A Technical Architect works with multiple projects or teams advising on technical design or technical issues. They are responsible for delivering technical designs of systems and services for our customers across government, and can justify and communicate their design decisions.</p> <p>They will be required to technically assure system designs and work with SMEs in bringing new solutions to the production environment, making sure the technical work fits into the broader strategy for government. They continue to expand their technical knowledge and work within the architecture team to meet portfolio and BAU requirements. They provide mentoring within technical teams and shared operations staff.</p> <p>The Technical Architect will be responsible for advising on technical matters within the assigned service pillar and advising the Senior Technical Architect and/or the pillar lead on technical alignment to technical roadmaps whilst ensuring all advice given (internally and externally) underpins the FCDO Services Business Plan and customers' IT Strategies.</p> <p>The Technical Architect will also ensure alignment to government strategies in solution design whilst ensuring NCSC security requirements are met in designed solutions internally and for external customers. They will maintain the pillar technical roadmap, which includes advising and planning with the Lead (or Senior) Technical Architect on issues such as component/service end-of-life and make recommendations, which ensure return on investment proposed over the agreed timeframe with the FCDO Services Finance team. They need to have a good understanding of the customer's priorities across government including the wider risks and implications of their technical solutions and interoperability with wider government agencies.</p> <p>Through maintaining their technical skills and awareness of the industry, they will seek to ensure that they have a forward view of the service pillar products and assuring that they remain competitive providing market value and benefit.</p> <p>The Technical Architect will provide recommendations and advice to Senior Technical Architects/Head of Technical Architecture Community, keeping them informed and providing assurance that all technical matters comply with FCDO Services technical and security policy and principles. The Architect may also carry out pre-sales technical engagements supporting Sales Teams in understanding customer requirements, whilst factoring regulatory, legal and customer centric obligations delivering government targets.</p>

	In addition, the Technical Architect will at times be involved in project work and technical matters outside of their assigned service pillar.
Organisational position	<pre> graph TD CTO[CTO] -.-> CTA[Chief Technical Architect] CTO -.-> DDICTOps[Deputy Director ICT Ops] DDICTOps -.-> CC[Commercial Controller] DDICTOps --> SOGR[Service Owner Government Relationships] DDICTOps --> SOL[Service Owner London] DDICTOps --> SOHS[Service Owner Hosting Services] DDICTOps --> SOSMM[Service Owner Secure Mobility Management] DDICTOps --> SOPS[Service Owner Professional Services] DDICTOps --> SOSO[Service Owner Shared Operations] DDICTOps --> SOB[Service Owner Business Management] DDICTOps --> SONDS[Service Owner New Digital Services] SOGR --> STAGR[Senior Technical Architect] SOL --> STASOL[Senior Technical Architect] STASOL --> TASOL[Technical Architect] SOHS --> STAHS[Senior Technical Architect] STAHS --> TASHS[Technical Architect] SOSMM --> STASMM[Senior Technical Architect] STASMM --> TASMM[Technical Architect] SOPS --> STASOP[Senior Technical Architect] STASOP --> TASOP[Technical Architect] SOSO --> STASO[Senior Technical Architect] STASO --> TASO1[Technical Architect] STASO --> TASO2[Technical Architect] SOB --> STASOB[Senior Technical Architect] STASOB --> TASOB[Technical Architect] SONDS --> STASONS[Senior Technical Architect] STASONS --> TASONS[Technical Architect] </pre>

Date Updated	11 February 2020		Updated By	RM	
Current / Applied Grade	TPB5	Job evaluation date	9 March 2020	Confirmed grade	TPB5

JOB RESPONSIBILITIES

- Maintains the Architecture Roadmap for Service Pillar, which includes advising the Lead (or Senior) Technical Architect on issues such as component/service end-of-life and make recommendations on the ever-greening of the service/s.
- Responsible for advising on technical matters within the assigned Service Pillar and advising the Senior Technical Architect and/or the pillar lead on technical alignment to technical roadmaps.
- In the absence of the Senior Technical Architect, contribute technical architecture expertise in pre-sales technical engagements supporting Sales Teams in understanding customer requirements.
- Provide technical oversight to escalated 4th Line technical issues mentoring junior technicians in incident & problem resolution.
- Deliver high level and low-level technical designs for FCDO Services and wider government clients.
- Liaising with internal and external customers to refine solution requirements ensuring budgetary targets are met and solutions delivered in time and in budget.
- Provide architectural leadership (in absence of Senior Technical Architect) or support to projects.
- Ensure compliance and adherence to technical principles and processes as set by the Lead Technical Architect/Head of Technical Architecture Community.
- Ensure compliance with technical governance such as Surgery and Digital Design Authority (DDA) Boards.
- Actively contribute to Technical Architecture Community through authoring and reviewing papers within FCDO Services, along with presenting and attending community meetings across the government and public sector.
- Attend relevant technical boards as necessary, and represent FCDO Services at technical events promoting Services and Technology to potential customers across government and Public Sector.
- Produce weekly technical status reports to Lead/Senior Technical Architect and Service Owner.
- Provide mentoring to Associate Technical Architects, technical teams and Shared Operations staff.

- Advise and provide an escalation point for pillar team members on complex technical issues.

KNOWLEDGE & KEY SKILLS

Essential:

- Has demonstrable experience of working within an architecture community.
- Is able to demonstrate the ability to liaise with stakeholders/customers and interpret business requirements into technical ones.
- Excellent problem solving, research and analytical skills.
- Good communication, influencing and negotiation skills with ability to lead technical customer workshops and pre-sales technical meetings with a wide variety of stakeholders from technical through to Senior Managers or Directors.
- Ability to deliver High and Low level technical documents for project and customer deliverables.
- Has a good understanding of IT security policy interpretation and principles whilst applying these to network access.
- Has experience of working with private and public cloud environments.
- Web servers, solution design and deployment
- Has experience of working in agile environments, continual delivery techniques and DevOps cultures.
- Has experience selecting successful technologies and establishing technical roadmaps.
- Worked with commercial teams to justify further investment in existing capability, new investment for new technologies and/or retiring capability that has reached end-of-life.
- Has experience of working with VMware and Hyper converged infrastructure environments
- Citrix solutions, design and administration
- Backup solution design and deployment
- Good experience of the following is required: SCEP, Device Encryption
- Understanding and experience in designing secure solutions
- Has experience of working with Cisco Networking as well software defined network in Application Centric Infrastructure (ACI) environments.
- Firewalls solution design

Knowledge required of the Digital Data and Technology Profession Framework (DDaT Skills Levels) for this role:

<https://www.gov.uk/guidance/technical-architect>

Skill	Skill level
Bridging the gap between the technical and non-technical	Working
Making and guiding decisions	Working
Turning business problems into technical design	Working
Understanding the whole context	Working

Essential (Professional Qualifications and Accreditation):

- A Levels / AS Level / NVQ Level 3 / Access to Higher Education Diploma / Advanced Apprenticeships. Preferably in a Computer Science, Computer Systems, Networking / Digital Data Communication or Science, Technology, Engineering or Mathematics (STEM) subjects or relevant job experience.
- Agile Methodologies Foundation, BCS Agile Foundation Certificate or equivalent accreditation or relevant job experience.
- Technical qualifications or relevant job experience:

- Qualified to industry level equivalent to Microsoft Certified IT Professional - MCITP or Microsoft Certified Solutions Expert - MCSE
- Certified Information Systems Security Professional - CISSP

Desirable:

- Experience leading small teams
- Experience of working in matrix-management environment
- Enterprise Architecture experience (e.g. TOGAF)
- Experience of working within government and familiar with Government technology strategies, policies and technology guidelines.
- Understanding of traditional network technologies
- Knowledge of certificate based authentication
- Knowledge of Internet Proxies
- Experience in working alongside many aspects of the ITIL3 environment such as production, problem & change management, and quality assurance.
- The ability to create and support Operational Process documentation, for use across the business
- The ability to create and manage Operational Acceptance Criteria
- Strong numerical and analytical skills

Desirable: Digital Data and Technology Profession Framework (DDaT Skills Levels):

<https://www.gov.uk/government/publications/technical-architect-skills-they-need/technical-architect-skills-they-need>

Skill	Skill level
Governance	Working
Strategy	Working

Desirable (Professional Qualifications and Accreditation):

- ITIL Foundation V3/V4 Certification
- Technical qualifications:
 - The Open Group Architecture Framework - TOGAF 9 certified
 - Public cloud vendor qualification - AWS/Azure
 - VMware Certified Professional - VCP Certification

CORE COMPETENCES

- Changing and Improving
- Seeing the Big Picture
- Delivering at Pace

CRITICAL SUCCESS FACTORS

Success measured and evidenced by delivery against stated goals and objectives covering at a minimum:

- Delivery of solutions that meet the business, technical and security requirements.
- Deliver Technology Roadmaps for associated Service Pillars in alignment with Information Technology Strategy validated by Lead/Senior Technical Architect and Service owner.
- Efficiency of technology within service pillar ensuring Green IT.

- Prioritises tasks and understands business needs. Measures the impact of their work. Ensures that services are available for users (99999 approach). Proactively manages problems which underpin service availability by employing programme, project and risk management methodologies appropriately.
- Works in a no-blame culture and feels empowered to make judgement calls. Makes the right decisions at the right time based on the information and evidence available. Takes measured risks and learns from mistakes. Visualises, articulates and solves complex problems and concepts. Applies logical thinking and information from analysis using comprehensive tools and techniques to make and validate decisions. Delivers pre sales technical advice to customers and other team members as required to support the GDT business.
- Ensures that technical terminology is business-oriented. Translates technical terminology and asks the right questions to find solutions.
- Is a good team player and works effectively across IT operations. Is able to manage challenging relationships with internal and external teams and suppliers. Demonstrates the FCDO Services values and is someone the engineers aspire to.
- Ensures technical knowledge is kept current and ensures accreditations are maintained for the GDT business.

Budget Responsibility?	If YES, how much:	If NO can they authorise payments?
N	£ N/A per annum.	N
Reports to: (Role Title and Grade)	Senior Technical Architect (TPB6) or Service Owner (D6) - Hosting, Shared Operations, Professional Services, Secure Mobility Management, London Services	
Direct Reports: (Number and grades of staff)	None	