



South Tyneside Council

BUSINESS AND RESOURCES

PERSON SPECIFICATION

POST TITLE: ICT Solutions Architect

GRADE: Band 9

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

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

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