

Job Description

Job Title	Senior Technical Architect
Directorate	Strategy and Change
Service Area	ICT and Digital
Grade	10
Competency Level	3
Salary	£56,673 – £62,580
Job Type	Hybrid
Location	Cunard Building
Disclosure and Barring Service (DBS)	Not required
Job Evaluation Ref No	

Job Purpose

The role of a Senior Architect involves advanced responsibilities; the Senior Technical Architect will be a subject matter expert and responsible for one of the five main areas of technology within the ICT service provision:

- Microsoft 365
- Cloud services and Data management
- Security
- Mission critical Applications
- Network and Wi-Fi



The Senior Technical Architect will define and oversee the entire lifecycle of their specific area of expertise within Liverpool City Council, from initial design and implementation to ongoing optimisation and support, ensuring that they contribute effectively to Liverpool's success. Focusing on strategic planning, leadership, and high-level decision-making within the ecosystem.

Directly Responsible For:

Technical Architect

Directly Responsible To:

Head of Strategy and Design

Main Areas of Responsibility:

- As a Senior Technical Architect, you will be a highly experienced and accomplished architect recognised for the ability take on our biggest and most complex architecture and design challenges. You will be able to operate effectively when the situations encountered are dynamic, evolving, or novel in complexity. You will be mentoring or leading other ICT staff
- Applying the organisations EA framework in the development of ICT strategy, roadmaps and complex solutions. Support the Head of Design and Strategy, Enterprise Architect, Senior / technical Architects in the application of these frameworks to solutions. Assure, manage, and govern solution design activities in line with frameworks
- Responsible for business case, content, priorities, and rationale for the annual technology Investment Plan, including the identification and clarification of business drivers and goals for specific investments
- Development of the required Business, Application, Data and Technology architectural domain models to advance these drivers and goals

- Support and quality assurance of the subsequent delivery programmes from initiation through to successful completion
- Identification and quantification of existing and future risks to the organisation and its customers related to technology, including areas such as data loss and security, reputational impacts and productivity. Develop suitable mitigation and risk reduction plans
- Mapping interdependencies between technologies, process and projects. Identify and propose Programmes that provide a logical and achievable path to deliver objectives whilst minimising risk and preventing rework
- Use Enterprise Architecture frameworks and techniques to lead on large-scale design exercises by breaking down complex and wide-ranging requirements into a coherent and segmented set of sub-requirements and be accountable for the overall solution
- Work with Programme Management to develop and prioritise schedules for the design work, and support Senior/Solution Designers in carrying out these assignments
- Accountable for the end-to-end development of technical proposals and costings. Manage and lead estimating activities, either independently or through a team. Define the degrees of uncertainty that apply to estimates as they are developed throughout the lifecycle of the programme or project, by identifying assumptions and risks and developing contingency proposals. Establish and maintain traceability of rationales and evidence supporting proposed solutions
- Reuse existing technologies to provide cost reduction and exploit new business opportunities
- Identifying and delivering commonality: Common processes, common information, common infrastructure, and common standards - to reduce and manage complexity
- Lead and/or participate in the development of high-quality technical process and documentation standards and templates to be used within ICT Design,

which are appropriate to and tailored to meet the requirements of a range of audiences

- Perform analysis of complex problems, distinguishing between problems and symptoms. Identify root cause based upon the analysis of the information collected and identify and recommend the best-fit solution
- Act as subject-matter-expert for the ICT architecture landscape, founded on an extensive, demonstrable track-record of real-world, successful ICT architecture experience in an enterprise or Senior Technical Architecture, or a senior technical design role. Plan and carry out skills/knowledge sharing and mentoring of Technical Architects and Service Analysts
- Maintain a comprehensive and current understanding of the ICT marketplace, key trends, and opportunities, backed up by first-hand experience of complex technologies including Cloud based infrastructures, virtualisation platforms, high-availability and Disaster Recovery solutions, shared services infrastructures, and enterprise applications
- Technical Leadership: They offer technical leadership and mentorship to other architects, engineers, and the DevOps team. They guide and support the team in implementing best practices, innovative technologies, and ensuring technical excellence

Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact.
- Monitor financial performance and deliver within budget
- Monitor financial performance, deliver within budget, and seek savings and efficiencies by exploring opportunities to draw funding where appropriate
- Monitor and remain within budget whilst challenging the team to deliver increased efficiencies
- Explores different options for funding and income generation

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic, and environmental benefits for the council, residents, and communities

Physical Demands of the Job:

- This position will involve sitting at a desk and using a computer screen for prolonged periods of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement

- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level: **Level 3**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Microsoft Expert level certification or other relevant ICT professional qualifications essential (A, I)

Experience

Essential

- Extensive Technical Architecture or Design Authority experience (A, I)
- Proven track record of successful design, development and delivery of complex projects and architectures within at least one of the key areas of technology (A, I)
- Previous experience of documentation to quality standards such as Managed Network Design Summaries, technical Implementation Specifications and business cases (A, I)
- Ability to analyse problems, make quick decisions to restore service and develop tactical and strategic recommendations that may involve redesign to provide long-term solutions (A, I)
- Extensive experience of interpreting business requirements into fully costed technical business proposals (A, I)
- Good understanding and experience of ITIL methodology and its practical application (A, I)

- Understanding and Knowledge of the Government Digital Service Standards (A, I)
- Evidence of understanding and experience of working with complex technologies including M365, data, applications, and infrastructure (A, I)
- Experience with agile collaboration tools such as Azure DevOps, or similar platforms (A, I)

Desirable

- History of successful design, development, and delivery of complex projects within the M365 product set or other key areas of technology
- Previous experience of documentation to quality standards such as Managed Network Design Summaries, technical Implementation Specifications and business cases
- Ability to analyse problems, make decisions that develop tactical and strategic recommendations that may involve redesign to provide long-term solutions
- Ability to adapt to changing priorities, manage multiple initiatives simultaneously, and thrive in a fast-paced environment

Skills/Abilities

Essential

- Leadership: Ability to lead by example, inspire others, and foster a collaborative team culture (A, I)
- Adaptability: Willingness to embrace change, learn new technologies, and continuously improve (A, I)
- Confidence and ability to communicate and present complex technical detail in a format that is understood by all (A, I)
- Ability to develop reusable M365 solutions and data (A, I)

- To have a natural flare for technical innovation (I)
- Ability to work with a customer to develop an understanding of the most appropriate technical solution to meet the business need (I)

Desirable

- Ability to motivate others
- To have a natural flare for technical innovation
- To lead by example in discussions and actions
- The ability to understand the impact of technical issues on commercial risk
- Strong analytical and problem-solving skills with a focus on finding creative solutions
- Collaborative mindset with a willingness to work closely with diverse teams and stakeholders to achieve common goals

Commitment

Essential

- Totally focused on solution delivery and customer satisfaction (A, I)
- Understand and anticipate customer's needs and aspirations, owning their issues through to resolution (A, I)
- To generate and recognise ideas of value in driving business improvement (I)
- Committed to identifying new and emerging business opportunities (A, I)
- Committed to working together based upon one team sharing ideas, knowledge and resources, shared understanding, and mutual trust (A, I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Develop solutions that increase efficiency and or reduce costs

Other

Essential

- Proactive attitude with an understanding that a flexible approach may be required to ensure business needs are met (A)
- To provide office cover as required (A I)

Desirable

- Commitment to creating an attendance culture in line with the City Council's stated policy on attendance
- Commitment to providing a service that is considerate to all users