

Job Description

Job Title	Platform Architect
Directorate	Office of the Chief Executive
Service Area	ICT
Grade	10
Competency Level	1
Salary	£58,543 - £64,645
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	N/A
Job Evaluation Ref No	A9469

Job Purpose

To be the Subject Matter Expert and technical owner of designated platform or system infrastructure. You will act as 3rd line expert for their specific technical area of expertise. With full accountability for an area of technology expertise and/or platform infrastructure, you will be responsible for the operational direction of the technology and for all changes to the platform infrastructure designated, including the technical operation, patching, upgrades and availability.



Directly Responsible For:

N/A

Directly Responsible To:

Head of Technology Operation and Engineering

Main Areas of Responsibility:

Senior engineering professional, subject matter expert and technical owner of a designated platform or system infrastructure.

- Expert in a specific technical area, its strategic development, operational management,
- availability and security
- Develop the service and its business capability in your area of expertise.
- In liaison with the Enterprise Architect, supports the origination, technical authorship
- and ownership of solution designs and their development to meet client requirements
- aligned with the strategic direction of ICT Services
- Manage design and analysis tasks for business service operations and/or project support
- Ensures compliance with the delivery of design methodology, processes and standards
- Mentor, support and provide guidance to Senior Technical Professionals, Technical Specialists and Technical Professionals
- Working with the Service Manager, identifies, develops and supports virtual team initiatives across the shared service partnership, ensuring effective use of expertise and cascade knowledge share by establishing virtual team working

- Ensures the effective/efficient use and productivity of the ICT engineering resources for a designated platform or system infrastructure
- As per the Business Improvement Plan, establish and set team objectives and assist the Service Manager to drive through quality service improvement plans across a designated platform or system infrastructure and the operational team
- As part of the Management Team for the Service, define and review the ICT Service Plans and Objectives, service improvement plans, standards and policies
- Reviews processes and procedures and assists ICT Operate management to deliver maximum utilisation of resources through effective process re-engineering based upon origination, development of innovative thinking and continuous improvement
- Assists the Service Manager to meet/exceed all contractual SLA's and to maintain customer satisfaction
- Ensures all design deliverables are delivered on time to the correct quality standards
- Leading discussions with existing and new suppliers and exploring emerging technology options
- Effectively manage stake-holder relationships related to all aspects of platform or system infrastructure under your charge
- Monitors and manages key third party suppliers of the designated platform or system infrastructure, their performance, quality, integration and value added
- Manages, leads and coordinate the resolution of major incidents, supporting the Service Manager in instances of disaster recovery
- Contributes to service and technical designs to ensure that platform or system infrastructure accepted into operational service can be supported, maintained and sustained for the lifetime of the system

- Escalation point for SLA non-compliance reported by customers. Key point of contact for issues, owning the client or supplier interface, managing that relationship and developing partnerships wherever necessary
- Maintain and disseminate to ICT Service an up-to-date in depth knowledge of ICT technical area(s) and be able to apply it to project installations
- Maintains expertise of solution discipline, client sector trends and policies relating to ICT and interprets against projects and BAU
- Identify, liaise and apply advice and guidance from 'subject matter experts' in the industry on technical and operational issues as necessary
- Production and maintenance of technical and operational documentation to professional quality standards. disseminating to ICT Service
- Ensuring effective measures and processes are in place including but not limited to:
 - Proactive monitoring
 - Strategic roadmaps, design/technology refresh, investment proposals and obsolescence planning
 - Planned Preventative Maintenance and system/infrastructure upgrades
 - Evaluation, testing and installation
 - Adherence to security standards and policies
 - Incident management and disaster recovery
- An 'installation expert' in a specific technical area of expertise including, but not limited to, the following:
 - Managing and coordinating problem diagnosis and resolution including on call emergency support where required; may be required to provide full 24-hour on call emergency support
 - Interface and coordinate with ICT Design & Delivery to take account of ICT service, support and operational impacts
 - Accountable for availability targets

- Taking technical ownership with respect to solution design and liaison/integration with Enterprise Architects as necessary. Overall accountability for some solutions
- To deputise for the Head of Technology Operations and Engineering during periods of absence/leave
- Other Ad hoc duties as required by the senior management of ICT Operate.
- Provide effective communication within the ICT Service and between other services, suppliers and customers
- To understand and deliver on Liverpool Direct Limited's 'Vision and Values' aligning individual, team and service objectives
- Escalate upwards any major issues for direction, decision and awareness.
- To review personal development and training plans for with your Line Manager in order to enhance contribution to business objectives
- Be accountable in equality practice and development and ensure that you are sufficiently engaged with equality issues
- Take all necessary steps to ensure that the provisions of Data Protection Act and related legislation are observed to protect the dignity and rights of the individual
- Comply with the organisation's policy requirements in relation to equal opportunities and to ensure the development and implementation of non-discriminatory practices in all aspects of work and service provision
- Support Health and Safety practices, processes and compliance
 - Effective and planned review of risk assessments
 - Compliance with employee attendance policies
- Ensure you are sufficiently engaged with Health and Safety issues through active participation in associated learning programmes
- Ensure that all work functions and where appropriate, line management responsibilities, are undertaken in accordance with all related Health and Safety legislation and relevant codes of practice
- Ensure that the customer is at the heart of all of the services delivered



- Compliance with performance and quality measures ensuring that a performance culture is maintained in the operational service and closely monitored
- Ensure industry and local standards are adhered to including:
 - Governance and compliance to corporate policy and process.
 - ITIL operational procedures
 - Corporate standards of service quality and professionalism
- Ensure the quality, continuous service improvement and value added of external suppliers and subcontractors
- Provision of all key services to Service Level Agreements with stakeholders and to agreed performance indicators
- Undertake, where required, other responsibilities and duties including work related to all areas of business, on behalf of the organisation, where this is commensurate with the grade of the post. This may entail working from other locations
- Be responsible for ensuring that all duties and responsibilities comply with all statutory requirements and with policy and procedure
- Ensure that appropriate arrangements are in place to provide for a positive work/life balance both in terms of personal workload and that of direct reports

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

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

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:

- You will be required to sit stationary and use a computer for sustained periods

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 **2**.

[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 reasonably be required in line with your main duties and changing priorities of the organisation.

Personal Specification

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

Qualification and training

Essential

- Recognised technical qualification in area of expertise (A)

Desirable

- ITIL Service Management Qualification (Foundation or above) desirable
- Membership of appropriate professional organisation desirable

Experience

Essential

- Proven track record of implementation of ICT solutions and resultant change (A,I)
- Evidence of technical ownership, understanding and experience of working with complex technologies including voice & data networks / applications / and Corporate platforms (Citrix & Wintel, Solaris, database infrastructure) (A,I)
- Previous experience of documentation to quality standards including Managed Network Design Summaries, technical Implementation Specifications and business cases (A,I)
- Ability to analyse problems and make decisions to resolve problems to direct technical teams to restore services (A,I)

Desirable

- Significant technical experience
- Proven track record of successful delivery of service or complex projects
- Pre-sales/bid experience beneficial
- Proven ability to own the designated technical infrastructure
- To have experience of ITIL operational procedures and evidence of ensuring compliance gained within an ICT environment
- To be responsible for meeting the system availability targets defined in contracted Service Level Agreements (SLAs)

Skills/Abilities

Essential

- To be the Subject Matter Expert (SME) for the required technology. (A,I)
- The ability to understand the impact of technical or service issues on commercial risk (A,I)

Desirable

- To take full responsibility for the running, support, and strategic direction of the technology
- Appreciation of business architecture
- Confidence and ability to communicate and present complex detail in a format that is understood by all
- Ability to prioritise and work to tight timescales
- Ability to challenge and motivate others
- To have a natural flare for service improvement
- To lead by example in discussions and actions

- Ability to work with a customer to develop an understanding of the most appropriate solution to meet the business need
- Full responsibility for the recovery of major incidents following system failure
- Authority to accept complex projects into service
- Completes own role independently or with minimal supervision/guidance
- Systems/application level authority and responsibility

Commitment

Essential

- Totally focused on service delivery and customer satisfaction (A,I)
- Ownership of problems (A,I)
- Fully accountable for actions and decisions (A,I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Understand customer's needs and aspirations, owning their issues through to resolution
- To generate and or recognise ideas of value in driving business improvement
- Committed to identifying new and emerging business opportunities, delivering service that increases efficiency or reduces costs
- Committed to working together based upon one team sharing ideas, knowledge and resources, shared understanding and mutual trust