Walsall Council

JOB TITLE:	Domain Architect (Microsoft and Infrastructure)		
GRADE: **JOB CODE:**	G11 RT369DOMAG11: JE Checked 20/05/2022	**SERVICE AREA:**	DaTS / Enterprise Architecture
REPORTS TO:	Enterprise Architecture Manager	**LOCATION:**	Civic Centre
SPECIAL CONDITIONS:	• Working outside of normal office hours may be required periodically. • Travel to external meetings and/or supplier locations may be required. • This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers. The post holder will be required to communicate verbally with customers and provide advice and/or information in accurate spoken English.		

At Walsall Council, we believe that people are at the heart of everything we do. In our work, the way we listen and respond to our customers and colleagues will determine the way we grow and bring Council's vision to life. To succeed, we must push the boundaries of customer service and added value - outstanding is the new standard and the new routine. Using evidence-based insight into solving problems, managers will create an environment that provides opportunities for all individuals and communities to fulfil their potential. As leaders of people, managers will:

- *Work collaboratively to develop strong working relationships and provide a bridge between the council and the communities it serves;*
- *Embrace change and strive for improvement continuously;*
- *Provide value for money to ensure services are delivered in a timely fashion, combining sustainability with quality;*
- *Challenge the status quo, enable and empower, act with integrity.*
- *Together, they will deliver services that the people of Walsall will be proud of.*

1. Corporate duties and accountabilities:

- The post-holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.

- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.

- Through personal commitment and clear action, the post-holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in

employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.

- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.

2. Main purpose of the job role:

- Working closely with the business, Business Partners and colleagues within the Digital and Technology Services (DaTS), the post holder will be responsible for the design, development and delivery of IT architecture; enabling digital transformation in line with the council's strategies and Service Transformation Plans whilst ensuring appropriate confidentiality, integrity and availability of all Council information held in electronic systems.

- To be responsible for the design and development of the council's Enterprise Architecture to meet the current and future needs of the organisation.

- To be responsible for establishing and maintaining the integrity of the overall IT architecture and preventing technical/logical conflict between development activities supporting Walsall Council's Enterprise Architecture Manager.

- To contribute to the security and integrity of all Council information held in electronic systems.

- To build knowledge within DaTS of external strategic developments (in public and private sector) and ensure that this is reflected in strategy and development activities.

- To be a contributor to the ongoing development and implementation of the DaTS and Digital strategies and its relationship with the council's Corporate Plan, vision and priorities.

- To provide expert coaching/guidance to other staff within DaTS.

- Ensure close working with DaTS Programme Delivery, Technical and Customer Services to successfully achieve target architectures and appropriate security and integrity of all electronic information.

- To be a contributor to the management of DaTS risk and support a culture of acting on lessons learned with continual service improvement.

- Forecast and plan DaTS technology capital and revenue expenditure.

3. Role specific duties and accountabilities:

Horizon Scanning

- Identifying and creating solutions to solve issues and risks within a functional area – escalating these to the Enterprise Architecture Manager and recommending solutions where required.

- Managing and maintaining the IT architecture within Walsall Council, including performance monitoring and implementation of new architecture when necessary.

- Attend national and local forums on IT to remain up to date with latest technology developments, government policy and the activities of other authorities.

- Provide regular input to senior DaTS management on best practice in IT architecture and security.
- Be responsible for providing "expert" content input to the DaTS and Digital strategies, based on best practice.

Leading People

- Allocate work and provide leadership, a strong sense of co-ordination, direction and purpose within the team(s) for which the post-holder is accountable during short, medium and long term engagements.
- Manage the selection and deployment of people for whom the post-holder is responsible to maximise their contribution to corporate and team goals.
- Manage third party suppliers engaged in the delivery of Enterprise Architecture services.
- Provide technical architectural expertise to the business to define requirements for pre procurement activity and to sit on tender evaluations prior to contract award.

Managing Resources

- To negotiate and/or manage the financial resources required to support the Business Plan and to manage service provision within the allocated budget.
- To manage the effective planning, deployment and control of the resources available so as to enable the achievement of agreed targets, objectives and standards. To restructure services as necessary to ensure resources are deployed to optimal effect.
- To maximise opportunities for external funding in so far as these are compatible with agreed Business Plans and corporate objectives.
- To manage and monitor all service budgets as appropriate and ensure probity and stringent financial control is implemented ensuring maximum cost efficiency in all aspects of management and administration.
- Forecast and plan capital and revenue expenditure for a rolling 5-year DaTS technology roadmap.

Managing Performance

- To promote the development of a confident learning culture within all service areas for which the post-holder is responsible, including the requirement that all staff have and achieve personal/professional development plans that are integrated with the Service Plan. Manage the personal development scheme/strategy with respect to staff within the postholder's team in accordance with the council's policies.
- To enhance own performance, working positively and constructively with the Enterprise Architecture Manager to identify personal strengths and agreeing action in relation to development needs.
- To manage the performance of the service team(s) for which the post-holder is responsible, and to respond and deal with weak/poor performance. To develop appropriate performance indicators as required. Where projects span more than 6 months, the post-holder will facilitate formal 1-2-1s to set targets and objectives.
- To work with the respective line managers of the service team(s) for which the post-holder is responsible as part of matrix management and contribute to performance reviews. Where projects span more than 6 months, the post-holder will facilitate formal 1-2-1s to set targets and objectives.

Managing Self

- The postholder is responsible for his/her own self development on a continuous basis and for developing and maintaining a substantial body of up-to-date knowledge of the specialist area and a detailed generalist knowledge across a wide spectrum of related fields, and as such will be expected to undertake suitable development and training.

- Honing the ability to project manage and people manage, whilst ensuring a timely delivery of services.

- To develop a broad understanding of the Council's aims and objectives, together with an in depth understanding of how these aims and objectives impact on the postholder's duties and responsibilities.

- Keep abreast of latest technology developments and the ability to assess and propose new changes to DaTS strategies to encompass new technologies and IT environments.

- Produce reports by interpreting a wide variety of complex information from a wide variety of sources for appropriate Stakeholders, including meetings as needed to provide a forum for issue/risk identification and remediation, and to progress decisions needed throughout the engagement.

- Constantly brainstorming for new and innovative ideas to improve the Enterprise Architecture function within the council.

Enterprise Architecture

- Define, agree and communicate the Council's Enterprise Architecture; liaising with DaTS staff and managers from other DaTS service areas.

- Define, agree and communicate the Council's Enterprise Architecture that makes suitable provision for at least the following, but not limited to:
    - IT Security
    - IT Business Continuity and Disaster Recovery
    - System change management, configuration management, release management, test management
    - Software Licensing models
    - System Interfaces
    - IT application and tools roadmap, versions and releases

- Evaluate all proposed changes against the respective architecture and highlight impact of all changes on existing infrastructure/applications.

- Contribute to defined architecture standards and protocols.

- Undertake periodic audits and identify architectural non-compliance areas across the organisation.

- Develop remedial action for non-compliance areas in consultation with DaTS senior management.

- Provide architecture advice and senior subject matter expert knowledge to development teams and others as required.

- Demonstrate high level of technical accuracy in the production and maintenance of a diverse range of detailed architectural artefacts and governance within the Council's Architecture Repository (such as models, diagrams, principles, standards, solution documentation, etc).

Security

- Undertake risk assessment for system change and operational compliance standards (e.g. PSN, PCI) for the overall security and accessibility of all organisational data which is stored electronically.

- Contribute to IT security policy and procedures working with operational teams.

- Provide ongoing policy, procedural, operational risk assessment and compliance input to IT Security Incidents.

- Contribute to risk analysis to determine the level of business continuity/disaster recovery required.

- Support the development, maintenance and regular testing of the IT element of Walsall Council's business continuity/disaster recovery plan in accordance with the scope and timescales set by the Council's Resilience Unit.

- Contribute to ensuring that all DaTS staff are aware of responsibilities under the business continuity/disaster recovery plan.

Other Activities

- To independently and effectively deal with enquiries from all sources, including telephone callers and personal visitors. This includes responding to correspondence on general, technical and specialist matters within the post-holder's competence.

- To contribute to the Council's and DaTS' continued achievement of quality standards, including but not limited to ITIL and ISO, through individual and team performance improvements.

- Other duties appropriate to the grade of the post as directed by senior management and/or as required.

- To deputise for the Enterprise Architecture Manager where required, providing temporary relief cover and representation within senior governance forums such as Business Design Authority, Technical Design Authority and DaTS Senior Management Leadership Team meetings.

4. Key Stakeholders and reporting lines

Reports to: Enterprise Architecture Manager

Stakeholders: Members of the Corporate Management Team (such as the Chief Executive and Executive Directors), the Leader of the Council and Elected Members, Senior DaTS Management, Customers within the Council, 3rd party suppliers

Responsible over: DaTS team members who may be seconded to the Enterprise Architecture team for a specific purpose, or via matrix management as part of a solution working group e.g. delivery of a project

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Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.		Indicate when Assessment is possible: at Application form =A interview=I both=A/I test = T	**WEIGHT CODE** shows relative importance Low=1 Medium=2 High=3
Behaviours: *refer to corporate behaviours document*			
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.		A	
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.		A	
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.		A	
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.		A	
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.		A	
Abilities/Skills: (refer to JE guidance document)			
Able to communicate innovative technological solutions effectively to a wide range of stakeholders.		A/I	3
Able to process large quantities of data and information in order to build integrated and robust business cases.		A/I	3
Able to work with integrity and commitment to deliver the best outcomes for the residents and businesses of Walsall.		A/I	3
Able to identify, evaluate and manage operational; and strategic risk.		A/I	3
Able to demonstrate a strong focus on equality, diversity and respect in their leadership role.		A/I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.			
Evidence of continuous professional development.		A/I	3

Expert strategic, practical and procedural knowledge of IT Information, Data, Application and Infrastructure architecture. IT Information, Data, Application and Infrastructure scope including, but not limited to: • Microsoft Technology (e.g. Azure, Dynamics 365, Office 365 and Power Platform). • Infrastructure Technology (e.g. Servers, Network Storage, Data Backup Systems, Virtualisation, Mobile Device Management, Office Printing, Database Systems). • Desktop Technology (e.g. Traditional and Thin Clients, Mobile Devices, Unified Communications). • Network Technology (LAN, WAN, Wireless, Fixed/Mobile Telephony, Contact Centre Systems).	A/I	3
A good and broad strategic, practical and procedural knowledge of IT Information, Data, Application and Infrastructure architecture. IT Information, Data, Application and Infrastructure scope including, but not limited to: • Digital Systems and Information (e.g. ERP Systems, CRM Systems, Website Systems and Content Management, Systems Development Tools, Geographic Information Systems (GIS), Management Information and Reporting tools). • Cyber Security (e.g. Cloud, Endpoint and Perimeter Security, Access Control and Identity Management, Compliance).	A/I	3
A good and broad strategic, practical and procedural knowledge of each of the following IT Security disciplines: a) IT Security Policy, Technology and Local Government compliance (e.g. PSN, PCI). b) IT Business Continuity/Disaster Recovery Design, Planning Implementation and Testing.	A/I	3
A good and broad strategic, practical and procedural knowledge of each of the following Service Management disciplines: a) ITIL Service Delivery and Service Support b) Software licensing models (e.g. Microsoft) c) Financial and supplier management d) Project and service transition management (e.g. Prince2)	A/I	2
Substantial experience and successful track record of Microsoft and Infrastructure architecture design and processes within a TOGAF 9 or similar framework in a public sector organisation.	A/I	3
Good and broad practical experience with information security management framework (e.g. ISO 17799), processes and policies.	A/I	3
Substantial experience of innovation, strategy development and execution.	A/I	3
Substantial experience of communicating and inspiring confidence at a senior level with technical and non-technical audiences.	A/I	3

Good and broad experience of commissioning and managing third party suppliers to deliver business outcomes to time, cost and quality.	A/I	2
Good and broad experience of ITIL service management and PRINCE2 project and programme management in a large organisation.	A/I	2
Qualification:		
Have attained a relevant degree or equivalent qualification or extensive relevant experience.	A	
A current TOGAF 9 certification preferred or equivalent experience of good practice in architecture frameworks.	A	
Certifications in any of the following are highly desirable: Microsoft Technology Associate (MTA), Microsoft Certified Solutions Associate (MCSA), Microsoft Certified IT Professional (MCITP), Microsoft Certified Solutions Expert (MCSE), Cisco Certified Design Associate (CCDA), Cisco Certified Network Associate (CCNA), Cisco Certified Network Professional (CCNP), Certified Information Systems Security Professional (CISSP).	A	
ITIL Service Management qualified to at a least foundation level or relevant experience of working within an ITIL framework.	A	
Other Essential Requirements:		
An awareness of, and commitment to, equality of opportunity.	I	2
Awareness of, and commitment to, confidentiality and handling data.	I	3
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post.	I	3
Prepared by: Luke Morgan	**Date:** 20/09/21	