



ROLE PROFILE

| Role Profile | |
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| Job Title | Customer Architect |
| Department | Office of the CTO |
| Reports to (Job Title) | Chief Technology Officer |
| Location | We operate a hybrid work environment with the office base at Derriford in Plymouth. We support remote working but there will be a requirement to be in the Plymouth office at least 1-2 days a week. |

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| Job Purpose | <p>The Customer Architect plays a key role by taking the lead technical role facing out into Delt's customers and acting as the customers technical advocate back into Delt.</p> <p>Working with the IT leaders of Delt's customers they will develop an intimate knowledge of the customers technical strategy and future initiatives. By developing a relationship as a trusted technical advisor, they will support Delt's customers in the ongoing development of their Technology Strategy and Priorities to help them meet their goals.</p> |
| Key Competencies and Outputs | <p>As the customers advocate into Delt, the Customer Architect will act as the solution lead for key requirements to work with Delt colleagues to define and design appropriate solutions and proposals which meet our customer's needs.</p> <p>They will take responsibility for ensuring that Delt has a clear and current understanding of the customers Infrastructure and Applications, along with the customers Technology Strategy and Roadmap. Using that knowledge to both shape delivery activity and inform the development of Delt's Technology roadmap.</p> <p>Develops and maintains a clear and documented understanding of the customers Infrastructure and Applications. As the subject matter expert on our customer(s) IT environment you will provide customer specific context, technical leadership, and direction. Acting for a reference point for Delt colleagues to ensure what we deliver is right for our customer(s).</p> <p>Works with their nominated customer(s) and Delt colleagues to proactively facilitate and direct activity to maintain the customers environment according to their architectural principles.</p> <p>Develops an intimate understanding of their nominated customer(s) Technology priorities, contributing to and influencing their technology strategy based on Delt best practice.</p> <p>Adopts the role of solution architect when working with Delt colleagues to define complex or strategically important solutions to meet customer requirements.</p> <p>Leads the creation of Technical and Service Design documentation in response to complex or strategically important customer requirements</p> <p>Supports the creation of customer proposals, working with I&O colleagues to ensure that the proposed approach to technical delivery is comprehensive and efficient</p> <p>Collaborates with Delt's CTO and I&O leadership to provide customer insights which help inform the development of Delt's technology roadmaps and will identify and evaluate appropriate technologies to meet identified customer needs</p> <p>Collaborates with Delt Service Delivery Managers and/or Portfolio leads, acting as the Technical Lead for any material customer related initiatives</p> |

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| | <p>The accountabilities listed here are not an exhaustive list. The post holder will be required to work in any area of the business and deliver ad-hoc duties as and when directed</p> |
| <p>Experience, Knowledge, Skills and Qualifications</p> | <p>Bachelor's or master's degree in computer science, information systems, business administration or related field, or equivalent work experience.</p> <p>Demonstrable experience working as a Solution Architect or Infrastructure Architect, relevant certifications (e.g. TOGAF) would be beneficial.</p> <p>Required ITIL 4 Foundation</p> <p>Exceptional leadership and communication skills, with the ability to communicate a vision that engages and inspires Delt customers and demonstrate understanding and alignment to their IT and business strategy</p> <p>Strong infrastructure and business acumen, including cross-domain knowledge and preferably earlier career experience in a technical infrastructure role.</p> <p>Can comfortably work under pressure and tight deadlines when required across a rapidly changing environment.</p> <p>Experience of quickly assimilating information to provide and communicate information to non-technical people.</p> <p>Effective influencing and negotiation skills in an environment where resources may not be in direct control of this role</p> <p>Confident in working with customers and colleagues in a consultative manner to ensure alignment of solutions to needs.</p> <p>Demonstrate emotional intelligence with the ability to manage in difficult situations</p> <p>Good understanding of current and emerging IT infrastructure technologies and how other enterprises are employing them</p> <p>Ability to travel within the South West of England as required by the business.</p> |
| <p>Corporate Standards</p> | <p>In accordance with Delt's organisational policies and guidance on information management and security, it is the personal responsibility of all employees to ensure data protection, client confidentiality and appropriate information governance.</p> <p>All employees must act at all times in accordance with appropriate legislation and regulations, codes of practice and Delt's policies and procedures.</p> <p>All employees must work with the requirements of our Health and Safety policy, ensuring safe systems of work and procedures.</p> <p>Undertake all duties with regard to the Delt equalities policy and relevant legislation.</p> <p>In a 'people first' environment, the post holder must both be aligned and aspire to Delt's values and expected standards of behaviour for them and their team(s).</p> |