

Role Profile			
Job Title	Customer Architect		
Reports to (Job Title)	Neil Gater		
Location	Plymouth / Hybrid		

Job Purpose	<p>The Customer Architect plays a key role at Delt in 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 IT leaders in 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> <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>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>
Key Competencies and Output	<p>Skilled individual from a technical background that could now be working in Service Delivery, Programme Management, Service or Technical architecture role.</p> <p>Required to be able to holistically look across the whole technology stack and understand the interdependencies and links between them, whilst being comfortable presenting this type of information to senior stakeholders at all levels from front line through to C-suite.</p> <p>Able to translate technical language into business value and hold informed decision-making discussions with senior C-suite level stakeholders.</p>
Experience, Knowledge, Skills and Qualifications	<p>Demonstrable experience working in a technical leadership capacity previously.</p> <p>Project management and/or change management experience required with certification viewed as an asset.</p> <p>Proven business acumen, in relation to understanding and relating customer requirements to technical or service design to realise value.</p> <p>Proven ability to build and maintain strong working partnerships and relationships with external customers, suppliers, and internal teams alike.</p> <p>Excellent interpersonal skills and ability to communicate with and influence a variety of stakeholders and employees at all levels.</p> <p>Fundamental understanding of the concepts of technical infrastructure including M365, and both public and private cloud</p> <p>The ability to simplify concepts and clearly communicate how the pieces of the puzzle fit together in a way that is easily understood and creates interest & inspires positive action.</p>

	<p>Experience designing and implementing either technical or service orientated applications or infrastructure, ideally within an IT Managed Service environment.</p> <p>The ability to strike the appropriate balance between oversight of compliance with standards, policies, and procedures, and organisational agility in response to changing demands on the customer.</p> <p>Experience in facilitating workshops, promoting a growth mindset to problem solving and solution design.</p> <p>Comfortable challenging technical teams on requirements and design</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 always act 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 regarding 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>