



# ROLE PROFILE

Role Profile			
<b>Job Title</b>	Connectivity and Communication Technical Architect		
<b>Section</b>	Infrastructure	<b>Department</b>	Infrastructure & Operations
<b>Reports to (Job Title)</b>	Connectivity and Communication Service Owner		
<b>Location</b>	Plymouth		

<b>Job Purpose</b>	<p>Acting as Technical Architect, This role is responsible for the definition of the technology components, their interdependencies, standards and roadmaps relating to the Connectivity and Communication Service which DELT offer our customers.</p> <p>Responsibilities include designs and roadmaps for our Connectivity and Communication service to ensure it is Secure, Available, Flexible and Efficient. A key responsibility is to ensure that the existing service, and new projects align with this target at all times whilst meeting the needs of DELT's customers.</p>
<b>Key Competencies and Output</b>	<p>Is technical implementation lead of Connectivity and Communication service projects for DELT and our customers in a complex and multi-tenant environment. Plays a key part in the strategic direction of the infrastructure department ensuring that our Connectivity and Communication Service is Secure, Available, Flexible and Efficient.</p> <p>Ensures Risks or Issues in the delivery of these competencies are clearly documented and either mitigated or accepted working with the Head of IT Infrastructure.</p> <p>Assesses new solutions, projects or customers and provides guidance on their integration into the supported DELT hosting environment.</p> <p>Produces High- and Low-Level designs and standards that cover all aspects of DELT's Connectivity and Communication services including the product catalogue of supported Connectivity and Communication Services, Systems and Configurations.</p> <p>Leads on the preparation of technical implementation plans (not project plans), selection of appropriate tools, and all relevant design collateral where projects require DELT's Connectivity and Communication service.</p> <p>Works closely with customer architects, service managers and project managers to act as the translation layer between complex hosting technology and business requirements.</p> <p>Provides technical guidance and governance on Connectivity and Communication service development and integration, and considers requests for changes from defined standards</p> <p>Works closely with the Connectivity and Communication service owner to ensure there is appropriate understanding of service needs (from the customer and technical teams perspective) and that resulting projects are supportable, and secure from the outset of service design</p> <p>Produces technology roadmaps for Hosting Services that delivers on continual service improvement, strategic objectives of DELT and it's customers, and the needs of upcoming projects</p> <p>Works closely with the Head of Infrastructure to support the production of corporate business cases, providing estimates for internal/external delivery of secure IT solutions.</p>

	<p>Ensures capacity management for Connectivity and Communication services is undertaken including modelling and forecasting working closely with the Connectivity and Communication Service Owner</p> <p>Ensures solutions have the desired level of availability designed in from the outset that considers redundancy, maintenance activities and capacity. Can balance cost with these constraints and provide relevant information to assist business decision making</p> <p>Plans and leads on the assessment of emerging technology in the arena of hosting in either public or private cloud including keeping abreast of new technology trends</p> <p>Supports solution build activities by ensuring that new solutions are built to specification, and that the support teams receive the required documentation and handover. Builds proof of concept technologies where required to prove or assess new capabilities.</p> <p>Obtains new technology as required, acting as the lead DELT technical expert for hosting services in conversations with potential suppliers.</p> <p>Champions technical skill development within the Infrastructure Department relating to Hosting services delivering documentation, shadowing, workshops to increase knowledge and understanding</p> <p>Selects and implements new capabilities to improve service security, availability, flexibility and efficiency working closely with the Connectivity and Communication Service owner including the introduction of new ways of working.</p> <p>Demonstrates a keen desire for continual development of personal and professional skills.</p> <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><b>Experience, Knowledge, Skills and Qualifications</b></p>	<p>Demonstrable experience in the following:</p> <ul style="list-style-type: none"> <li>• High- and Low-level design creation of connectivity solutions at Core, Distribution and Access Layers, along with dependant technologies such as web filtering.</li> <li>• Connectivity and Communication solutions in a commercial environment.</li> <li>• Implementation &amp; Troubleshooting of Enterprise Connectivity or Communication solutions in the Public or Private Cloud</li> <li>• Experience of Core, Distribution and Access Layer technologies in a multi-tenancy, multi-customer environment</li> <li>• Development of standards, policies and procedures relating to Connectivity and Communication services to ensure repeatability</li> <li>• Large scale implementation or migration of technology stacks to existing Connectivity and Communication solutions whilst minimising disruption</li> <li>• Experience engaging with customers (internal or external) on solution design</li> </ul> <p><b>Desirable qualifications</b></p> <ul style="list-style-type: none"> <li>• Enterprise architecture processes, or relevant technologies such as Cisco, SD-WAN from Fortinet at an architect level</li> <li>• Cyber security</li> <li>• ITILv4 foundation</li> <li>• Project Management</li> </ul>
<p><b>Corporate Standards</b></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>
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Undertake all duties with regard to the Delt equalities policy and relevant legislation.

In a 'people first' environment, the post holder must both be aligned and aspire to Delt's values and expected standards of behavior for them and their team(s).