



Job Description

Title: Solutions Architect

Post Number:	TC005
Grade /Scale:	PO40 £43,254-£46,437 plus £10,000 per annum market supplement review annually
Weekly Hours:	37
Department:	Information Systems
Location Work Base:	Force Headquarters
Status:	Established
Responsible To:	Senior Solutions Architect
Job Role/Purpose:	To work with the business, regional and national stakeholders to identify, plan, design and deliver new information technology, services, and infrastructure across Leicestershire Police, EMSOU and the region. To further identify areas and opportunities to improve and support existing technology and critical infrastructure. To be responsible for technical design, implementation, maintenance, security, final line support and budgeting for a wide range of national, regional, local, and collaborative systems. To provide the technical expertise to resolve and to manage any and all IT related issues, and to be part of an on-call rota to provide out of hours emergency IT service.
Health and Safety:	To comply with the health and safety policy and its associated procedures and co-operate with your manager and the force to protect your health and safety and that of other people. To comply with the relevant risk assessments for your job role and report accidents, incidents and near misses.
Contacts:	Chief Officers, Police officers, Chief Officers from all other UK Forces, other public service organisations, local businesses, suppliers, external consultants and advisors, MPs, Community leaders and members of the public.
Equality and Diversity:	Actively advance diversity /equality, work towards eliminating discrimination, harassment and victimisation and foster good relations between all groups of people.

Person Specification

Knowledge, Skills & Abilities

Essential Criteria

A clear definition of the necessary criteria.

Knowledge/ Education (including qualifications):

- Qualified to a degree level in a Computer Science or Technology discipline (e.g. Computer Science, Software Development, Computer Engineering, etc.), hold a professional qualification in a relevant subject (e.g. MBCS or equivalent) or demonstrate work experience to an equivalent level.

Work Experience:

- Experience of conceptualising and identifying solutions and to take responsibility for all aspects of the design, implementation and technical management of enterprise grade systems and infrastructure to include physical systems, virtual systems, and cloud platforms as necessary.
- Demonstrable experience of taking ownership of a project throughout the full implementation lifecycle and system utilising appropriate methodologies and techniques.
- To include experience of planning and managing budgetary control over the lifecycle of a piece of software, infrastructure, or system.
- Maintaining documentation of systems, processes and problems using the appropriate tools and techniques (e.g. UML, DFD, network diagram, etc.)
- To further manage systems and to suggest technical and system optimisations through a multi-year solution lifespan to maintain and enhance business benefits.
- Furthermore, to have experience and awareness of identifying and implementing appropriate system backup, recovery, and business continuity processes.
- Demonstrate experience and a good working knowledge of implementing systems and services that conform to the requirements of internal and external security standards (e.g. relevant British and ISO standards, Cyber Essentials, NCSC and NIST).
- A strong understanding of infrastructure technologies and demonstrable experience of utilising and implementing such technology in a secure and practical way and to provide a technical and infrastructure expert view for procurement decisions and to influence decisions based on best practise and current industry thinking.

Personal/Interpersonal Skills, Aptitudes:

- The ability to communicate effectively (both written and verbal) to a technical and non-technical audience.
- To present technical information in a clear concise way to a range of senior technical and operational/business stakeholders.
- Proven skills in using a systematic, disciplined, and analytical approach to problem solving including experience of investigating and resolving complex technical issues, managing, and using third party contractors and specialists as appropriate.
- Experience of solving problems using 'blue sky thinking' to conceptualise and develop new technical solutions to resolve complex business problems while maintaining security compliance.
- Experience of prioritising, planning, scheduling, and monitoring of own work with ability to work either independently or collaboratively with colleagues to achieve the best outcome for the organisation and a passion for maintaining existing skills and acquiring new capabilities via a mix of self-learning and formal training.

Special Skills:

- Hold a full current driving license – *reasonable adjustments will be considered for candidates who (because of disabilities) cannot meet this requirement and be prepared to travel regionally and nationally to attend meetings, as appropriate.

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- Demonstrate specific skills in one or more key technologies (Oracle, SQL, Server, Network, Unix, Widows, Server, and Desktop Operator Systems).

** Reasonable adjustments will be considered under the Equalities Act 2010.*

Desirable Criteria

Where available, elements that contribute to improved / immediate performance in the job.

Knowledge/Education (including qualifications):

- Knowledge of project management techniques such as Prince 2, Waterfall, Agile, Scrum, etc.

Work Experience:

- Experience of designing, managing, and implementing complex infrastructure and technology projects within a large organisation.
- Have an understanding of operational police work and be able to advise and to assist in developing solutions using Information Technology as a catalyst for improving processes and solving business problems.
- Experience of Office 365 and other established technologies such as Cloud, SQL Server, CISCO networking, etc.

Special Skills:

- Experience of implementing systems in a secure and consistent manner in both local and cloud environments.

** Reasonable adjustments will be considered under the Equalities Act 2010.*

Core Responsibilities/ Accountabilities

Operational:

- Assist the Senior Responsible Officer, users, criminal justice partners and other stakeholders in developing business cases for new ICT projects establishing requirements leading to solutions and designs that meet business and ICT strategic requirements.
- To develop capital, revenue, and resource costs for ICT projects.
- To lead on the specification, procurement, testing, implementation, support and documentation of ICT projects, services, systems, and infrastructure to meet strategic business and ICT strategic goals within agreed budgets using appropriate technical and security standards, techniques, and timescales.
- To assist users and criminal justice partners with the business justification, and to manage and take responsibility for the conceptualisation, specification, procurement, testing, implementation, support and documentation of new systems and infrastructure within agreed budgets using current technical standards, techniques, and technologies.
- To assist and advise users and criminal justice partners with the modification of business processes to maximise the potential benefits of new and existing systems considering current business and ICT strategy.
- To manage project budgets, capital and revenue expenditure associated with the implementation and delivery of systems and infrastructure to allow the Finance/Admin Officer to perform preparation of annual budgets and monitoring of expenditure.

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- Be responsible for checking invoices to confirm the work has been completed and the invoice value is as ordered. Advise the Finance/Admin Officer of any potential over or under-spend and ensure the payments register is accurately updated.
- To manage the full lifecycle of systems and infrastructure.
- To work with users, the IT support team, criminal justice partners and suppliers to manage, monitor and improve the functionality, availability, performance, security, support and documentation of existing systems, services, and infrastructure.
- To liaise with users and criminal justice partners, the IT support team, and suppliers to ensure the effective resolution of problems, errors and faults. To take ownership of the most complex system, service, and infrastructure issues and to manage them through to resolution.
- To work with suppliers and to undertake database administration and system management tasks as required for systems, services, and infrastructure.
- To develop, document, improve and test disaster recovery procedures.
- To develop, document, improve and test system, services, and infrastructure security procedures.

Management/Leadership:

- Manage relationships with local, regional, and national stakeholders and partners.
- To lead the implementation of ICT projects, systems, and services.
- Manage and maintain supplier and IT relationships.
- To manage negotiations and contracts with suppliers to ensure compliance and best value.

Technical:

- Work closely with security teams to ensure systems, services and infrastructure are implemented in a secure and compliant manner.
- Be responsible for the hardening of systems and servers to follow national guidance and official recommendations.

Communication:

- Work with a range of technical and non-technical stakeholders to gather and to understand requirements, providing advice and guidance on new systems and infrastructure projects.
- Produce reports and documentation relating to system analysis, design, implementation and problem resolution to a range of local, regional and national Police staff and Management as required.

Administration:

- Maintain and manage detailed technical design and financial documentation for systems and technology projects.

General:

- Actively promote equality of opportunity and engagement through the consideration and implementation of enabling software to enhance the ability for all staff to contribute to the organisation efficiently.
- Undertake other duties, in line with the responsibility of this role as required by the Head of Information Technology
- To maintain an awareness of technology and identify opportunities for its exploitation within the criminal justice arena.

Other:

- This role description will develop with the changing demands of policing objectives and priorities.

** Reasonable adjustments will be considered under the Equalities Act 2010.*

Personal Values /Competencies

The competency and values framework set out nationally recognised behaviours.

The framework has 6 Competencies – each competency can be split into 3 levels to fit around policing and non-policing roles see here: [Competency and Values framework](#)

- We analyse critically
- We are innovative and open-minded
- We are emotionally aware
- We take ownership
- We are collaborative
- We deliver, support and inspire

All competencies are underpinned by 4 Values that should underpin everything that we do:

- Integrity
- Impartiality
- Transparency
- Public Service

Other

Security Check Levels refer to vetting for the specific levels that relate to this job role:

Management Vetting (MV) Security Check (SC)

Please note the role attracts MV, SC vetting and therefore you must have continuous residency within the UK at time of application.

Car User: Casual Allowance