



ROLE DESCRIPTION

Job Title	Principal Solutions Architect (Smart Ticketing)
Salary Band	SCP 41-43
Reporting to	Transport Solutions Delivery Manager
Directorate	Resources
Service Area and sub area	Digital Services
Political Restriction	N/A
Contract	Permanent

1. Primary Purpose of the Post
<ul style="list-style-type: none">• FOCUS: To focus on the security and integrity of the systems and data assets of the Liverpool City Region Combined Authority (LCRCA) at all times.• LEAD: To lead the implementation of the Smart Ticketing systems and services and the development of the architecture and roadmap of the LCRCA Smart Ticketing estate.• OVERSEE: To provide expertise to the procurement and selection of Digital solutions. To guide the team through the design and build life cycle to ensure the delivery of fit-for-purpose Smart Ticketing and associated digital solutions to LCRCA, its customers and partners.• CONTRIBUTE: To be a contributing member of the wider Digital Team, leading on technical aspects of our services. Assist the Digital Services Leadership Team in the management of relationships with key suppliers of Smart Ticketing solutions. Deputise as necessary for the Transport Solutions Delivery Manager.• SHARE: To act as a point of technical excellence within the wider Digital team, to lead by example; share knowledge and best practice guidance and help to develop staff and promote succession planning.• ASSURE: To develop, maintain and seek to improve processes to ensure that LCRCA achieves and retains assurance certifications such as Cyber Essentials Plus, PCI-DSS Compliance and the ISO/IEC 27000 family of standards.

2. Your responsibilities

Design

- Embed design quality within all Smart Ticketing and related digital solutions to ensure effective use of resources, people and technology.
- Set solution design standards for capacity, availability, security and resilience.
- Provide technical expertise when reviewing design and build processes and documentation.
- Ensure options appraisals include an assessment of the business need, technical solutions available and changes to business processes to suit the new way of working.
- Proactively manage the Smart Ticketing technical estate in line with industry best practice and Cyber Essentials.
- Identify and manage risks regarding the technical design of new or updated systems.

Delivery

- Drive the delivery of effective and efficient Smart Ticketing and related digital solutions in line with Digital standards and frameworks.
- Ensure the business objectives are met with the continuous review and improvement of Digital solutions.
- Implement solutions on-time and to-budget, providing value for money.
- Ensure solutions are up to date, documented and supported, with appropriate 3rd party support in place where applicable.
- Ensure the proactive checks and routine maintenance tasks are undertaken in a timely manner to minimise disruption to service.
- Ensure the technical team work closely with operational teams to deliver regular changes such as term time product changes.

Compliance

- Ensure continual adherence to IT technical controls so that risks to the organisation are minimised and mitigated appropriately, and in line with the LCRCA Digital strategy.
- Provide technical input to the setting of policies, protocols and security standards
- Stay abreast of the latest developments and seek to embed new responses to IT challenges both within the team and the wider organisation.
- Assist with annual PCI-DSS Compliance and Cyber Essentials assessments when required.
- Provide assurance that best practice is being followed within the Digital team and wider organisation in relation to digital services.
- Create and distribute compliance and status reports to Digital Services Extended Management Team.

Planning & Communication

- Take a leading role in the development and implementation of the LCRCA Technical Roadmap and IT Standards.
- Define and communicate the 'Art of the Possible', leveraging previous investments in existing technologies and solutions.
- Regularly review, update and promote the IT architecture in line with the Digital strategy

- Effective and timely communication and reports to customers and the DS Extended Management Team.
- Improve reliability and availability of IT service delivery through the design of effective monitoring and reporting systems.
- Manage internal and external resources to ensure the high availability of digital systems.
- Establish processes to routinely monitor effective DR and BC provision.
- Effective communication with suppliers, customers, partners and colleagues.
- Highlight progress to DS Extended Management Team.
- Assist DS Leadership team in the maintenance of business continuity plans.
- Review and contribute to documentation in the Information Management Policy Framework in relation to Cyber Security.
- Review innovative ideas and make recommendations on technologies and approaches.

Contribution to LCRCA Digital Services Team

- Work closely with Digital Solutions Delivery Manager and Transport Solutions Delivery Manager to promote best practice and understanding of all matters, deputising when required.
- Coach and manage staff, share technical and business knowledge to facilitate succession planning.
- Undertake research into new approaches and technology solutions, evaluating their effectiveness and applicability to the objectives of LCRCA and the IT team.
- Put the needs of the people of the Liverpool City Region first in carrying out their duties, taking an action focussed and respectful approach.
- Work with the DS Extended Management Team to maintain compliance with Cyber Security standards.
- Manage and respond to major incidents in order to secure and restore services when required.

3. General Corporate Responsibilities

- To participate in all aspects of training and development as directed, use all relevant learning opportunities to improve personal skills and to improve the effectiveness and efficiency of digital services.
- To contribute towards achieving corporate efficiency targets and initiatives.
- To ensure the Combined Authority's commitment to equal opportunities is demonstrated through promoting non-discriminatory practices in all aspects of work undertaken.
- Ensure all work complies with statutory requirements and with the Constitution of the LCRCA, including Standing Orders and Financial Regulations of the Combined Authority.
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the Combined Authority's safety plan.
- This job description is not intended to be prescriptive or exhaustive and is issued as a framework to outline the main areas of responsibility at the time of writing.

PERSON SPECIFICATION

Job Title: Principal Solutions Architect

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
Hold an industry standard accreditation e.g. MCSM, MCSA, MCS or relevant work experience.	D	A
ITIL v3/4 Foundation.	D	A
Relevant training in one or more of the skill areas listed in experience & knowledge.	D	A

Experience and knowledge	E = Essential D = Desirable	Identified By
Significant experience in a senior IT technical role.	E	A,I
Substantial experience of working with Smart Ticketing technologies.	E	A,I,P
Proven experience of delivering an IT technical strategy and solution architecture design within a large and complex business environment.	E	A,I,P
Proven experience of delivering 3rd Line IT Support.	E	A,I
Proven experience of designing, documenting and delivering fit-for-purpose Digital and Business Solutions.	E	A,I,P
Demonstrable experience of delivering technical solutions to time and budget.	E	A,I,P
Advanced knowledge of IT security standards and best practice.	E	A,I,P
Experience of IT supplier procurement and contract management.	D	A,I
Experience of line managing technical staff.	E	A,I

Skills and abilities	E = Essential D = Desirable	Identified By
Excellent problem solving and analysis skills.	E	A,I,P
Ability to communicate effectively at all levels both verbally and in written form.	E	A,I,P
Negotiation skills.	E	A,I,P
Demonstratable leadership & performance management skills.	E	A,I



Experience of a wide range of enterprise infrastructure and application software.	D	A,I
Experience of IT supplier procurement and contract management.	D	A,I,P
Ability to prioritise workload and work to conflicting deadlines.	D	A,I,P

Personal Attributes	E = Essential D = Desirable	Identified By
Determination to deliver.	E	A,I,P
Commitment to continuing professional development.	D	A,I
Committed to helping all areas of the LCRCA to deliver their service plans which underpin the pledges made by the Metro Mayor to the residents of the Liverpool City Region.	D	A,I

Core Behavioural Competencies	E = Essential D = Desirable	Identified By
Ability to work effectively and efficiently from home and in the office.	E	A,I
Flexible approach to workload and working pattern when required.	E	A,I

Key to Assessment Methods:

I – Interview	A - Application	P – Presentation
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