ROLE PROFILE

IT ARCHITECTURE & ENGINEERING LEAD

LANDMARC

ROLE PROFILE:

IT Architecture & Engineering Lead

LOCATION: Contract Support Office

REPORTING TO: Head of Information and Technology

RESPONSIBLE FOR: approx. 9 FTE: Solution Architect(s), Developers, Testers

Summary of Role:

Landmarc are the leading Industry Partner for the Defence Infrastructure Organisation (DIO) to manage and maintain the Defence Training Estate (DTE), and a new 10-year contract (TESC) with DIO commenced in April 2024. The Information and Technology Department deliver, support and maintain all the user facing IT Services for our people to do their jobs in support of contract delivery.

The IT Architecture and Engineering Team is responsible for designing, building, testing and implementing IT solutions to business requirements, in line with business objectives and IT strategy. Our IT stack is mainly Microsoft based, and we have several COTS back-office systems including IBM Maximo, Select HR, ESRI ArcGIS, and Microsoft SharePoint.

The IT Architecture and Engineering Lead is a senior and pivotal role, central to the delivery of the Landmarc business objectives. They are a key member of the Information and Technology leadership team (ITLT) who focuses on the vision, strategy, roadmap and solution delivery aspects of IT. As part of a small team, you will need experience across a variety of architecture domains including Business, Application Solutions, Data and Infrastructure. You will also need experience of managing effective engineering delivery and test teams covering asset management and workflow solutions – perhaps from a facilities management or utilities company.

You will work with senior business and technology stakeholders to oversee the complete end to end architecture, bringing together Asset Management, Booking Systems, Work Order Management, Data and MI, Finance and Cloud into an understandable picture of how our business and technology teams together. You also lead our efforts to develop, configure, test, integrate and deploy solutions that meet TESC contract and user needs.

Duties of Role:

The following list is not exhaustive and other relevant duties may be required from time to time.

Primary Duties:

- Develop a complete picture of business and technology architecture working with business stakeholders to align high level requirements with the architecture approach, promoting use of existing capability as well as helping to define the art of the possible.

- Develop and evolve roadmaps in alignment with business objectives and broader associated principles, patterns and roadmaps.

- Optimise engineering delivery through a broader understanding of the wider project portfolio and product.

- Lead and manage the IT Architecture & Engineering practice (including Solution Architect(s), Developers and Testers) and ensure they follow good practices and agreed roadmaps and blueprints. Develop and mentor your team.

- Proactively collaborate with key business stakeholders to develop and evolve the E2E architecture and solutions.

- Ensure that architectural and engineering standards, best-practices, patterns, and non-functional considerations are applied.

- Ensure that where required for commercial expediency, exceptions to architecture standards and plans are captured and managed; plan and reach agreement on how to address any technical debt.

- Work with the wider technology community to define standards, patterns, and other architectural artefacts that guide development, test and implementation; ensure that there is a consistent and unified approach to IT development and service delivery.

- Take an active role in the ITLT and play a key role in defining and document the IT strategy and roadmap.

- Ensure that changes to new and existing applications are designed, developed and tested in line with the IT Development and IT Project Management Processes.

- Ensure that Application Developers work closely with the Business Analysts and Solution Architect(s) in order that solutions are designed to meet business requirements.

- Responsible for ensuring that test plans, tests and documented results from the Application Developers are in line with the IT Development Process.

- Responsible for implementing fully tested software changes to the live environment.

- Responsible for the support and maintenance of existing applications, providing support to users via the IT Service Desk in line with IT Service Desk Processes.

- Set team performance objectives in line with Architecture and Engineering goals and conduct performance reviews with team members.

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Secondary duties:

- Support strategic decision making through the development of impact assessments covering the technical and business change, investment envelope and benefit opportunity.

- Work with Business Analyst, Architecture and Engineering colleagues to ensure that the needs of E2E cross-domain architecture are reflected (e.g. data & information, integration, security, infrastructure).

- Engage and manage relationships with technology vendors to ensure the optimal outcome for Landmarc.

Ideal Person:

The ideal person will have all of the essential 'what you know' and many of the desirables, exhibit the behaviours and values we seek, and must meet the prerequisites summarised below.

What you know (essential skills, experience and qualifications):

- Experience of understanding a modern business where asset management and work management are key.

- Well versed in in the practical interpretation and implementation of Enterprise Architect methodologies (i.e. TOGAF, Zachman).

- Skilled at structured problem solving, not intimidated by large and complex problems, and able to analyse, break them down and solve piece by piece while keeping sight of the overall 'big picture'. Ultimately being able to communicate rationally to non-technical stakeholders the path to the solution.

- Experience in defining a modern architecture across mobile, web, desktop, CRM, contact centre, third party suppliers and back-office integration.

- Familiarity with a variety of Agile delivery frameworks e.g., Scrum, Kanban.

- Experience of effectively managing and motivating a small team of 6-10 people.

- Proven experience of working within a defined development process (encompassing design, document, develop, test and release) and to development standards.

- Experience of managing small to medium sized projects in accordance with a defined project management process.

- Effective knowledge and experience of relevant programming languages and technologies including Microsoft stack, SQL server, Visual Studio, ADO.

- Effective knowledge and experience of Microsoft Office.

- Experience of system integration and Service Oriented Architecture.

Desirable skills, experience and qualifications:

- TOGAF certification an advantage.

- Experience of architecting solutions in collaboration with self-organising agile teams not under direct line management.

- Experience in modern service-based, cloud first organisations.

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- Knowledge of ITIL best practices for Service Management, and experience of integrating Service Management tools with other platforms (e.g. Sharepoint) to support continuous improvement.
- Experience of providing second-line application support and application maintenance within defined processes.
- Effective knowledge and experience of the ArcGIS toolset
- Microsoft Certified developer

What you can do (expected behaviours/traits):

- Interact constructively and effectively with business stakeholders and IT users across the business.
- Listen to and influence others to drive forward the end-to-end Architecture.
- Be the voice of reason to balance speed & agility with quality & reliability.
- Well-rounded, you can apply business acumen and commercial understanding in addition to technology understanding.
- Develop technical staff, imparting your wisdom and providing support to them to improve their skills and capabilities.
- Ability to provide constructive feedback to staff to help them develop and improve.
- Demonstrate a proactive, flexible and positive approach to your work.
- Able to work independently and collaborate as part of a team, effectively settling conflict as required.
- Never satisfied with the status quo – always looking for improvements.
- Effective written and oral communication skills.
- Health and safety conscious.
- Results-oriented, you can prioritise effectively and work to tight deadlines.
- Establish and develop effective working relationships.
- Experience in a team leadership role.

Prerequisites for employment

- Eligibility to undertake BPSS & SC clearance (current SC clearance is desirable).
- UK Drivers license (desirable, to travel between Landmarc locations).

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Our Values

- Take time to take care of yourself, look out for yourself and others, and stop and step-in if you need to.

- Always do the right thing, not just the easy thing; integrity in all that we do at work and at home.

- Put the customer's needs first, in everything we say, consider or do.

- Promise only what can be delivered; once promised it's a Landmarc commitment.

- Take pride in what you do, you've a lot to be proud of.

Our Behaviours

- Live Our Values, know what they are and what they mean to you and how they influence what you do, we should believe in them and demonstrate them always.

- Build Relationships, we are a people-business and relationships are the foundation of accomplishment. Take every opportunity to build and strengthen relationships with colleagues, customers and suppliers. Together we are stronger.

- Give Feedback and Recognition, creating an environment in which we openly and thoughtfully give and receive feedback and recognition builds trusting teams. Feedback and recognition also foster a culture of growth.

- Embrace Flexibility, in all that we do and how we do it. Change can come with or without warning and in either case, we must improvise, adapt and overcome to remain relevant to Our Mission.

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