Job Description: Technical Architect (TA) – v2.0

Level/Grade		**Reports to**	TA manager
Location	London	**Type of position**	FTE
Division/Department	Cloud Services Solution Delivery		

Role Description

The role of Technical Architect is responsible for the design, implementation and integrity of all complex customer solutions delivered by NTTE. The solutions are primarily based on our portfolio of managed hosting components with customisation where required.

Solutions can vary greatly in size and complexity from a single site ecommerce platform to Global outsourcing solutions.

To be successful in this role you will need to demonstrate a combination of deep level technical understanding in hosted IAAS aligned with the consultancy skills required to influence customers and lead delivery teams.

Whilst the role is very grounded in technical delivery, the more senior end of the team is frequently engaged as a Solutions Architect – accountable for the overall architecture and supported by fellow TA and Engineers in the hands on implementation.

The primary work location will be at NTTE UK headquarters in St Katherine's Dock, London. Depending on project requirements very occasional travel outside the M25 and abroad may be required.

This role will report to the Technical Architect Manager as part of a team of Technical Architects.

Key Duties

- Assisting in the pre-sales process to ensure designs fulfil both customer requirements and operational efficiency goals.
- Working within project teams as a Technical Lead on solution design, deployment and support transition
- Hands on configuration of complex and custom components
- Being a technical authority for larger customers after go live
- Consulting with new and existing customers to deliver value added professional services such as capacity planning, security audits, performance optimisation, customer premise deployments and migrations
- Creating technical documentation for internal and external use
- Occasional on-call/out of hours responsibilities to support project implementation (e.g. Migrations)
- Maintenance of technical competencies across a wide ranging set of Internet technologies
- Employ soft skills to assist in creating a positive experience for the customer.
- Following training, being an authority on all NTTE technical products and services
- Ensure time spent on customer engagements are in line with the services sold, highlighting any misalignments to the management team

Description of the Relationships and Roles
The person in this position will: • Report to Technical Architect Manager for day-to-day activities • Receive new assignments from the TA Manager or PMO resource manager based on utilisation information provided by the TA. • Secondary reporting responsibility to the Project Manager during project delivery • Collaborate with fellow technical architects to share knowledge, provide cover and develop best practice

Person Specification
The following experience is required to apply for this role: • Have been responsible for the design and implementation of scalable, resilient and secure, hosted infrastructure. • Technically lead a project with multiple technical resources involved • Worked within a project managed environment with structured meetings and deliverables • Excelled at Pre-sales engagement in corporate environments • Have managed and exceeded customer expectations when things don't go to plan • Proven ability to work under pressure and with other people. • Tenacious attention to detail and quality. • Strong Time management and self-motivation skills The candidate must be able to demonstrate good technical skill in the following areas: • Strong understanding of TCP/IP • Mastery of VMware product set both single and multi-tenanted • L4-7 Load balancing and SSL Offload (preferably Netscaler platform) • SAN, NAS & ISCSI technologies (Preferably NetApp) • Deep level knowledge of common protocols; HTTP/S, DNS, CIFS, NFS • Firewall setup and administration (Preferably Fortigate, Checkpoint, Cisco, Juniper) • MS Windows XP, 7, 2003 and 2008, Including Clustering and AD • Knowledge of at least one UNIX/LINUX OS (Preferably Solaris or Redhat) • Programming concepts in at least one language (pref perl or python) • DNS/BIND • Design principles of WAN topologies and routing • High level understanding of MS-SQL, Oracle, MS-Exchange, Apache, Tomcat, Windows Media Server, IIS, VDI/Citrix • Microsoft Office and Visio • Experience of working within a professional services consultancy environment or managed service provider. Skills in the following areas are desirable but not mandatory: • MS Exchange Administration • Mastery of MS-SQL, Oracle, MS-Exchange, Apache, Tomcat, Windows Media Server, IIS, VDI/Citrix • IBM Server and Storage products • Content delivery and streaming • EMC Storage • F5 loadbalancers • Cisco ASA and Juniper Firewalls • Penetration testing • PCI Auditing • Outsourcing and business transformation • Development of service catalogues • TOGAF or other Enterprise Architecture Framework

Conditions
Core hours are 5 days a week, 8.5 hours per day (9:00-17:30) Monday-Friday. Very occasional travel to customers premises and European facilities Subject to successful probation, flexible working and home working can be negotiated with your manager, but are subject to change.