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| Role Title  | Product Architect – Cloud Services |
| Function & Dept. | SCC Digital – Hyperscale |
| Career Growth Level | Contributing & Developing (D)  |
| CGP Descriptor  | Qualified specialists, recognised for their expertise, serving as pivotal contributors in various domains. These specialists play a vital role in influencing and shaping new business strategies, policies, practices, and content, catering to both external and internal customers. Their responsibilities may encompass problem-solving and the development and execution of purpose-driven solutions, often of a complex nature, to meet the specific needs of both external and internal customers |
| Team  | Product Architecture |
| Reports to | Technology Director |
| Role Purpose  | As a Product Architect – Cloud, you will connect product vision with technical execution. You will collaborate with product management to shape clear, robust designs for our hybrid cloud offerings. You will steer reference architectures, define Infrastructure as Code standards, and ensure each product is designed for reliability and scalability.You will guide and mentor engineering teams, supporting process development and optimisation. You will suggest improvements, streamline workflows, and ensure every product is ready for operational functioning. You will champion observability, security, and efficient resource usage across our cloud environments.You will coordinate efforts across teams, turning conceptual ideas into practical solutions. You will run design reviews, advise on technical decisions, and nurture best practices. Your goal is to deliver well-architected products that meet evolving business needs, while maintaining alignment with our broader technology and product strategies.Many of the Products we develop across Cloud, Data & AI and App Modernisation are services. As a Cloud Product architect you will take a hands on role in development of our Services Portfolio.  |
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| Key Responsibilities  |
| 1. | Collaborate with product management to translate requirements into technical designs for hybrid cloud solutions. |
| 2. | Define and maintain reference architectures, ensuring consistency and scalability across the product portfolio. |
| 3. | Develop and implement Infrastructure as Code templates to standardise deployments. |
| 4. | Establish and promote observability practices, including monitoring, logging, and alerting. |
| 5. | Support the engineering teams with design reviews, coding tasks, and troubleshooting complex issues. |
| 6. | Drive process development and optimisation to streamline workflows and improve delivery efficiency. |
| 7. | Oversee performance and reliability objectives, ensuring products meet agreed service levels. |
| 8. | Manage technical roadmaps, identifying emerging technologies and best practices for continuous improvement. |
| 9. | Collaborate with cross-functional teams to ensure all products move smoothly into operational use. |
| 10. | Document and present architectural decisions, fostering clear communication with stakeholders and engineers alike. |
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| Person Specification  |
| 1. | Demonstrable background in designing and delivering cloud-based solutions (public and private). |
| 2. | Proficiency with Infrastructure as Code and DevOps practices. |
| 3. | Strong communication and collaboration skills to engage with technical and non-technical stakeholders. |
| 4. | Ability to troubleshoot complex problems and guide engineering teams through resolution. |
| 5. | Track record of process improvement, including workflow optimisation and automation. |
| 6. | Strategic mindset and eagerness to explore emerging technologies for continuous improvement. |

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| Key Competencies |  | Level  |
| 1. | IT Infrastructure | 2 |
| 2 | Strategic Thinking | 2 |
| 3. | Stakeholder Relationship Management | 2 |
| 4. | Process Management | 2 |
| 5. | Continuous Improvement | 2 |
| 6. | Communication Skills | 2 |

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| Value Behaviours  |  | Level |
| 1. | Responsibility  | 2 |
| 2. | Passion  | 2 |
| 3. | Customer First  | 1 |
| 4. | Agility  | 3 |
| 5. | Family  | 2 |

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| Version  | Date  | Description  | Approved by  | Date  |
| 1.0  | November 2023  | Original  | HR  | November 2023  |