Role Title	Technical Architect (Desk Bound)
Function & Dept.	Technical - Document Services
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	Professional Services
Reports to	Stephen Redmond
Role Purpose	The key purpose of this role is to work with the Technical Consultants to complete the implementation of products within the SCC-DS software portfolio. In practice this means working with multiple areas and departments within the SCC business to make sure projects are delivered as the documented. This is a technical role and will look to engage with clients and project teams from the completion of the deal.
	Individuals will complete installations from POC/PILOT. Collaboration with other departments to implement and maintain all the products within the SCC DS solutions portfolio is required.
	Success will be judged on the technical delivery of the overall solution from start to finish [where TC's were not required] or from deal completion and handover from Technical Consultants.
	The Post-Sales Technical Architect will be expected to deliver the proposed solution to meet the customer's Statement of Requirements/Statement of Works while working with TC's, SOP, Product Specialists, Enterprise architects and Project Management to manage, and implement the solution until the successful close of the project.
	The Post-Sales Architect (Desk Bound) will be willing to accept comprehensive handover from the Technical Consultant, and they are expected to work as a team to deliver the project.

Key Responsibilities

1. Engage with customers to deploy devices or applications as described within supporting documentation such as (but not limited to) ROM, SOW, Patch Compliance and PPD.

2. Work with Project, PRE and POST teams as the planned work dictates to ensure a positive implementation experience for the client and its end users.

3. Feedback to the wider team and DS professional services manager any potential areas of improvement to promote a more efficient installation process.

4. Report on success and failures during the completion of scoped works to the relevant PRE or POST sales operative. Any requested works out of scope should also be highlighted and reported to the relevant team.

5. As an implementation specialist the team will be looking to you to take part in discussions to innovate and improve the way we deliver products and services to our clients. This will be completed during your standard working day as well as taking part in and offering insight during team meetings, workshops and 1-1's.

6. Ability to follow a training plan and highlight to your manager any requests you may have for training to continually improve. A need to learn and develop as well as the ability to self-study is required in this role.

Person Specification

1. Confident and professional communication skills both written and verbal

2. Proven experience of a strong technical delivery ethic, together with experience of handling deadline dependent situations.

3. Must have specific knowledge of technologies and products within the Managed Print Document Services industry (Ricoh, Canon, HP, Kofax, Papercut, uniFLOW).

4. Excellent internal and external customer focus.

5. Self-motivated, enthusiastic, reliable, personable individual.

6. Maintain product knowledge by self-study and formal training.

7. Be risk aware and understand the strategies for managing risk when fulfilling customer requirements.

8. Able to complete all tasks and objectives assigned within agreed projected and quoted timescales.

9. Industry certifications such as below.

- Tungston Automation Certification (formally Kofax)
- PaperCut Certification
- uniFLOW Certification
- MyQ certification
- DocuWare Certification.

10. Completion of background checks including DBS, BPSS, NPPV, SC and DV

Key Competencies		Level
1.	Create and build relationships with internal and external clients.	1
2	Dedication to providing excellent customer service.	2
3.	Ability to listen, adapt and make suggestions.	2
4.	Organise own workload to maintain efficiency and productivity	1
5.	Provide reporting data to help the team make informed decisions`	1
6.	Co-ordinate responses to incidents and any required reports post incident	2

Management Competencies		Level
1.	Leading, Developing and Managing People	1
2	Problem Solving and Decision Making	2
3.	Influencing Others	2
4.	Embracing the need for change	2
5.	Thinking & Acting Strategically	2
6.	Planning & Analysis	1
7.	Performance Management	1
8.	Employee Experience	1
9.	Resourcing	2
10.	Competency Assessment	1

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

Version	Date	Description	Approved by	Date
1.0	November 2023	Original	HR	November 2023
2.0	March 2024	Formatting of cells	HR	March 2024