

Senior Technical Architect - Voice

Location: National*

Closing Date: 9th February 2023

Interviews: From 23rd February 2023

Grade: 7

(MoJ candidates who are on a specialist grade, will be able to retain this grade on lateral transfer)

Salary: £55,720 - £79,313 which may include an allowance up to £23,593 (London);
£51,767 - £74,525 which may include an allowance up to £22,758 (National)

Working pattern: Full time, Part time, Flexible Working, Job Share

Contract Type: Permanent

Vacancy number: 70259

***We are currently offering hybrid working which includes 2 days per week in your local office. Office locations can be found [HERE](#)**

The Role

We're recruiting for a Senior Technical Architect here at [Justice Digital](#), to be part of our warm and collaborative Technology Services team.

These are exciting times at Justice Digital. We have a clear vision - to develop a digitally enabled justice system that works simply for its users - and we're looking for enthusiastic, talented people to help us achieve it.

We're making things better by building adaptable, effective services and making systems that are simple to use for staff and citizens. It can be challenging but it's also important and rewarding.

As well as doing interesting work, we're creating an environment that's great to work in. We provide the opportunity to work with the latest technologies and offer brilliant training opportunities alongside support from expert colleagues. In addition to this, you'll find flexible working, an inclusive culture, and a place where your opinion is valued.

You'll be part of the Network Voice and Video Service Team, and will be responsible for the technical design, collaboration, project engagement, and interaction of Voice solutions across the MOJ.

To help picture your life at [MoJ Justice Digital](#) please take a look at our [blog](#) and our [Digital and Technology strategy 2025](#)

Key Responsibilities:

- Create architectural approaches for telephony design and implementation.
- Provide architectural governance and oversight over MSP supplied solutions.
- Analyse business requirements to develop technical telephony solutions and their framework.
- Liaise with various vendors and suppliers to improve and optimise existing voice solutions.
- Design and develop telephony/unified communications capabilities, including numerous engineering, business, and records management functions.
- Act as the technical SME on project teams, providing advice, knowledge sharing, and technical assistance to other sections of the MOJ's digital estates.
- Ensure best practice is carried out throughout the development life cycle.
- Be the escalation point for critical or high severity events and incidents.

If this feels like an exciting opportunity, something you are enthusiastic about, and want to join our team please read on and apply!

Person Specification

Essential

- Experienced in designing telephony solutions with strong experience in Unified communications.
- Knowledge of Contact Centre (i.e. Openscape) and Microsoft Teams voice solutions.
- Proven experience in the production and design of complex communication systems. Including, requirements discovery and analysis, formulation of solution context, identification of solution alternatives and their assessment, technology selection, and design configuration.
- Knowledge of customer engagement technology via Voice, Video communications and data network requirements for optimal performance

Desirable

- Understanding of Ccass Ucass, Paas modelling (Pro's and Con's) & IVR design (Speech, AI, API's, attribute routing)
- Knowledge of Public Sector Standards and practices (NCSC, Official Security Levels etc.) and Public Services Network (PSN) Architecture.

Willingness to be assessed against [the requirements](#) for SC clearance

We welcome the unique contribution diverse applicants bring and do not discriminate on the basis of culture, ethnicity, race, nationality or national origin, age, sex, gender identity or expression, religion or belief, disability status, sexual orientation, educational or social background or any other factor.

Our values are Purpose, Humanity, Openness and Together. Find out more [here](#) about how we celebrate diversity and an inclusive culture in our workplace.

Benefits

- 37 hours per week and flexible working options including working from home, working part-time, job sharing, or working compressed hours.
- We are committed to nurturing our staff and provide lots of training and development opportunities with learning platforms such as: Linux Academy, O'Reilly, Pluralsight, Microsoft Learning, Civil Service Learning
- 10% dedicated time to learning and development with a budget of £1000 a year per person
- Generous [civil service pension](#) based on defined benefit scheme, with employer contributions of 26-30% depending on salary.
- 25 days leave (plus bank holidays) and 1 privilege day usually taken around the Kings' birthday.
- 5 additional days of leave once you have reached 5 years of service.
- Option to buy or sell annual leave
- Compassionate maternity, adoption, and shared parental leave policies, with up to 26 weeks leave at full pay, 13 weeks with partial pay, and 13 weeks further leave. And maternity support/paternity leave at full pay for 2 weeks, too!
- Wellbeing support including access to the Calm app.
- Nurturing professional and interpersonal networks including those for Careers & Childcare, Gender Equality, [PROUD](#) and [SPIRIT](#)
- Bike loans up to £2500 and secure bike parking (subject to availability and location)
- Season ticket loans, childcare vouchers and eye-care vouchers.
- 5 days volunteering paid leave.
- Free membership to BCS, the Chartered Institute for IT.
- Some offices may have a subsidised onsite Gym.

How to Apply

Candidates must submit **both a CV and a cover letter** (maximum 750 words) which describes how you meet the requirements set out in the Person Specification above.

Please note, applications submitted without a cover letter will not be considered.

In Justice Digital, we recruit using a combination of the [Digital, Data and Technology Capability](#) and [Success Profiles](#) Frameworks. We will assess your Experience, Technical Skills and the following Behaviours during the assessment process:

- Communicating and Influencing

Your application will be reviewed against the Person Specification above by a diverse panel.

Successful candidates who meet the required standard will then be invited to a 1-hour panel interview held via video conference.

Terms & Conditions

Please review our [Terms & Conditions](#) which set out the way we recruit and provide further information related to the role and salary arrangements.

If you have any questions please feel free to contact recruitment@digital.justice.gov.uk