



## ROLE PROFILE

### Solutions Architect

#### Why we have this role

*At Resonate, we believe that public transport must deliver a great service to its customers to play a significant role in some of the great challenges of our time: connecting people to employment and society while reducing the harm done to our climate. We have already made big leaps forward in the rail sector where we specialise, delivering technology into complex operations to improve their performance and fuel efficiency. We can now expand what we offer to our customers.*

*This role is open for an individual who can shape our technical roadmap, utilising world-class technologies and approaches to ensure our products reach customers in ways that are easy to access, resilient and effective. As we grow, we need to use our technologies to drive greater collaboration across different organisations, use data to deliver insights and mitigate against the threats from an ever-changing cyber landscape.*

*This role is ideal for an Architect that is motivated by our mission, technically strong and great at communicating to our customers, leadership teams and technical staff. You'll be driven by the outcomes you can achieve with us – solutions that deliver for our customers and support our growth – and your ability to use the strength of our teams to create successful products.*

*Your role sits within our Vision team, which is responsible for our Product & Technology Strategy. We work closely with the Development and Delivery teams, supporting them to build, deploy and operate great products for our customers. We are expanding our product range and customer base over the coming months which will create new opportunities for career progression.*

*We offer a competitive package and have embraced hybrid working to improve our productivity and our employees' happiness.*

#### What are the key objectives?

*We are looking for a strong individual who can provide technical leadership across our teams to:*

- *Ensure our solutions are built to support our customers front line operations – they must be affordable, secure, extensible, scalable, and highly available*
- *Drive our technical roadmap*
- *Work with our Product Ownership and Senior Management teams to ensure our solutions are delivering real benefit to our customers*
- *Implement a platform approach that supports our business ambitions from growth through flexible service-based offers across multiple customers*
- *Support the development teams in implementing best practice and building capability*
- *Ensure product implementation complies with architectural best practice, strategy, and principles*

#### Personal Attributes

- Collaborative, with a solution and value-creation focus
- Innovative, creative, and passionate about what you do
- Will always put performance, reliability, cost, operation, and security at the heart of the solution architecture and understands the need to balance technical aspirations with deliverability
- Ability to communicate effectively at all levels (for example Exec & project teams), responding to challenge and query in a clear and concise manner using evidence to support your points.





# resonate

- A strong attention to detail when needed
- A good coach of technical staff, with the ability to motivate, and bring out the best in others

## Technical Attributes

- Experience with managed service offerings to multiple clients
- Experience with real time, highly resilient, high availability systems (ideally with experience of Event Driven Architectures)
- Our platforms utilise cloud scale technologies, delivered on AWS and On-Premise environments. They are data driven, delivering insights to users across our industry. You'll need a broad technical base, with experience in a range of technologies and methods (including some of the following):
  - Queuing technologies (e.g., MQTT)
  - High volume messaging and data streaming
  - Integration methodologies
  - Various data storage and caching technologies
  - Data analytics
  - Microservice patterns
  - CI/CD, Code management and quality assurance tooling
- Experience providing architectural services in:
  - Product focussed delivery
  - mixed hosting environments (on premise, private DC, cloud, edge, and hybrid computing)

## Expect to be involved in...

- Bidding for customer contracts with our bid teams
- Representing our business and leading technical discussions with customers
- Developing and maintaining up to date views of our technical architecture, driving the continued maturity of our solutions
- Identifying, determining, and communicating the technical maturity and risk profile of our product set
- Supporting innovation
- Contributing to the roadmap for product enhancements
- Building business cases for new technology implementation as required
- Engaging with industry bodies, access external expertise and independent market analysis organisations

## Top Operational Relationships

1. Vision Director
2. Digital Development & Delivery team
3. Head of Digital Portfolio Strategy

## Our Values and Behaviours

At Resonate it's the 'how' we do things together with the 'what' we do that differentiates us. We want our people to engage with our vision and display our values and behaviours in their day-to-day activities.

We have adopted a flexible, hybrid approach to work location - talk to us about your preferences. If your role is based at one of our offices, you will still have opportunity to work from home and may also be required to do so. This may be on a permanent basis (full or part-time) or at such times as the Company may require, for example in an emergency or pandemic context.

