



Job Description

Job Title:	Infrastructure Solutions Architect- Core Systems	Grade:	N
Department:	Information Technology Services	FLSA:	Exempt

The incumbent in this job is expected to assist the College in achieving its vision and mission. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.

General Function:

A senior-level position focused on customer service and complex solutions design/implementation. Leads the design and delivery of infrastructure solutions for the school and its internal customers. Role includes business and systems analysis, system implementation and administration and project management. Performs a variety of moderately to highly complex tasks required for the support of user and system requirements.

Characteristic Duties and Responsibilities:

1. Leads the delivery of highly complex infrastructure solutions designs.
2. Creates project plans for every project detailing the expected level of effort and time required.
3. Executes project plans by properly communicating plan to the team members and any other staff.
4. Provides leadership to the team in the success of meeting project goals. Responsibility includes delegations and review of work, and providing training as necessary.
5. Contributes to team mission and promotes a team focus for other team members.
6. Accepts responsibilities for completeness and final quality of own work as well as the work of the team.
7. Provides proper communication, support and assist with implementation of new features of services.
8. Provides recommendations and assists with development of optimizing standard processes as related to customer service.
9. Researches new techniques in the development of systems and be knowledgeable of current trends and strategies in field or work.
10. Assists with coordination and planning of projects.
11. Other duties as assigned.

Reporting Relationships:

Direction Received: Reports to the Director of Core Systems and Telecommunication Services

Direction Given: Direct line supervisor of assigned staff



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Minimum Requirements:

Bachelor's Degree from a regionally accredited institution and 4 years of related experience with a certification specifically in Information Security; Or An Associate's Degree from a regionally accredited institution in Computer Science or related to Information Technology, 6 years of related experience with a certificate related to information security, and 2 years of experience in project coordination or management. A combination of coursework and experience may substitute for degree.

Preferred Qualifications:

Industry Specific certifications

Knowledge, Skills, Abilities and Worker Characteristics:

Breakthrough thinking: The ability to think strategically and radically about new ways of responding to rapidly changing technology and continually evolving customer needs.

Organizational Awareness: The ability to learn who to approach and how to get things done by understanding the influences of formal structures and decision-making processes, informal power structures, climates, culture, organizational politics.

Team Commitment: The ability to work co-operatively with others across internal teams and the organization to achieve shared goals. Place a high value on being part of a team and act to further the interests of the team or the organization above their own

Service Orientation: The ability implement solutions that are responsive and satisfactory to the customer's need while aligning with the school's policies and commitments

Ability to lead and motivate other employees

Ability to maintain effective working relationships with those contacted in the course of work

Ability to efficiently manage time and organize work

Ability to communicate clearly, verbal and written

IT Technical Skills

Working Knowledge of:

- Server Hardware



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- Windows and Linux Server Operation Systems
- Database management and tools
- System Management tools
- Storage virtualization
- Data networking
- Server virtualization
- Understanding technical concepts, reporting techniques, statistical measurement and analysis

Advanced-level ability to operate, install, maintain, configure and troubleshoot highly technical solutions

Working Conditions:

Typical office environment