Information Technology Architect I (2429)

**Basic Purpose/Job Function:** Ensuring that all systems are designed with the highest service availability, meet all University security standards, and adhere to industry best practices. Support ongoing system process integration in order for the University's enterprise systems to meet the service and business needs of all three campuses. This role works closely with directors, project managers, business offices, service desks, IT team members, and departmental system administrators from all three campuses, to assure that shared services platforms are achieving service level goals.

**Examples of Internal Title:** Shared Services Manager

**Typical Functions May Include:**

1. Provides technical leadership and direction for the University's Shared Services systems and infrastructure.

2. Works collaboratively with each campus to coordinate necessary resources for Shared Services projects. Includes providing feedback to local campus directors and managers concerning team member performance.

3. Establishes team priorities and goals, determines resource needs, creates budget and cost estimates, makes staffing recommendations, manages virtual team workloads, tasks and timelines.

4. Defines priorities, coordinates on-call schedules, ensures cross-training and mentoring, change control and maintenance schedules.

5. Interacts with internal and external software and hardware providers in the development of systems.

6. Creates and/or reviews documentation on new and existing systems in a manner consistent with existing practice. Ensures that the documentation of all production operational processes and systems is created and maintained by subject matter experts.

7. Provides operational and functional requirements as part of infrastructure planning, design, deployment and documentation of new and existing systems.

8. May manage operational system security.

9. Researches and maintains an awareness of industry trends and advancements for IT, Business, Education, and other relevant areas in order to make application to campus entities. Pursues self-learning, conferences, and in-class training.

10. Leads the analysis and troubleshooting of incidents and problems by pulling together appropriate expertise necessary to find solutions to critical production issues.

11. Assists in the recruitment, retention, training and professional development of IT team members including coaching, mentoring, and performance feedback to employees.
12. Provides mentorship within respective area of expertise to other employees within the organization.

13. Performing other related duties as assigned.

Risk Management: Uses established safety practices to protect the health and safety of personnel and property. Adheres to University computing policies and follows recognized information security practices to protect the integrity of University systems and the network.

Supervision of Others: Directs and integrates the work of other analysts.

Supervision Received: Receives limited supervision from designated supervisor.

Minimum Qualifications:

Education: Bachelor’s Degree

- Experience: 60 months

Skills: Knowledge of IT Enterprise operational environments such as facilities, storage, networking, voice communications, operating systems, authentication and business-critical applications. Advanced knowledge of a variety of hardware and software platforms. Able to lead, supervise and mentor. Situational leadership and control under extreme circumstances. High level of communication skills to support and interact with internal and external customers. Excellent organization skills with the ability to exercise discretion and ingenuity to determine the proper course of action while following established standards. Ability to assemble and analyze facts and data necessary for configuration, design, and troubleshooting on all systems. Analytical and troubleshooting skills with the ability to identify, define, interpret, and resolve both technical and human issues. Strategic thinking skills.

- Special Requirements: Frequent exposure to pressure caused by deadlines and busy periods; requires minimum travel; requires contact with other departments and university officials.

- Licenses: Valid Driver’s License required to service and visit multiple campuses.

- Certifications: Determined by the nature of the position and/or department.

Minimum requirements may be met by an equivalent combination of education and experience.

Departments are responsible for site-specific job descriptions.