INFRASTRUCTURE PRINCIPAL

Job Code: 340009	FLSA Status: Exempt	Mgt. Approval: M. Waisbrot	Date: March 2022
Department: Is - Infrastructure1007191		HR Approval: N. Lazaro	Date: March 2022

JOB SUMMARY

The Infrastructure Principal is a technical leader within Information Systems and across the UW Health system. The Infrastructure Principal is accountable for the successful execution of strategic and operational infrastructure initiatives. As part of the delivery team the Principal provides guidance and leadership to multiple service teams, advising on the development of products, services, or processes that utilize various forms of technology to drive value throughout UW Health. The Infrastructure Principal will:

- Oversee the delivery of the technical systems in a variety of business service lines to support infrastructure development programs in compliance with archeciture standards.

- Identify and lead enhancement opportunities to infrastructure systems.

- As a partner to the architecture team, research, recommend, develop implementation plans and lead execution of components, frameworks, products, processes, integrations and services that align and support business needs.

- Lead the development and implementation of value-added services for customers

The Principal is required to participate in a 24x7x365 on-call rotation, including periodic off hours work.

MAJOR RESPONSIBILITIES

Lead Infrastructure Service Delivery

- Lead technical teams that plan, forecast, and implement new technologies of high complexity

- Act as a subject matter expert for collaboration tools, including keeping current with industry trends, vendor roadmaps, and platform features

- Participate in Infrastructure architecture design and engineering

- Set project objectives and ensure deliverables are met

- Represent Information Systems as the technical lead in major organizational projects

- Work with architects and leadership to design, implement, and maintain both cloud-hosted and on-premises infrastructure services

- Interface with technical, business staff and customers (including internal staff and partner hospitals and facilities) for project implementation and updating the project sponsor and stakeholders towards progress

- Provide Level 3 Troubleshooting and support

Lead Operational Standards

- Evaluate new products and contribute to technical standards.

- Develop and execute daily operations and long-term strategies

- Work with the Disaster Recovery (DR) Coordinator to ensure DR plans are accurate

- Build disaster recovery test plans and ensure successful recovery

- Proactively maintain, update, and replace services to ensure uptime and proper capacity management

- Develop and maintain DevOps expertise and practices

Innovation and Vision

- Lead technical discussions with internal stakeholders that drive decisions and implementation requirements

- Identify business needs and identify areas with necessary improvement or expansion

- Provide design and implementation guidance where there are enhancement opportunities

- Consult with cross-functional teams to align initiatives with strategic goals

- Articulates a coherent vision for systems within their area of responsibility

Improve Processes and Standards

- Consistently pursue improvements to performance, starting with impact on the customers

- Think critically about team practices and processes and regularly discuss improvements with leadership

- Observe organizational practices and processes and collaborate to improve them across teams

Effective Team Member

- Maintain advanced level skills to remain the lead technical resource

- Collaborate with IS leader colleagues to drive continuous improvement within UW Health

- Consistently demonstrate an extremely high level of teamwork, partnership, and collaboration

- Consistently demonstrate an extremely high level of personal accountability and leading by example in following policies and procedures

- Actively mentor other colleagues by contributing experience and insight to the team and to UW Health

Additional Domain-Specific Duties

UNIFIED COMMUNICATIONS
- Support the UC platform in the Voice, Contact Center and Video environment.
- Perform troubleshooting, data entry, testing and release in Call Manager and Unified Contact Center Enterprise.
NETWORK
- Lead the engineering, design and automation of network infrastructure and network security systems.
- Identify areas of improvement, increased efficiency and cost savings within the Network Infrastructure portfolio.
SERVER
- Lead the engineering, designing, and automation of cloud-hosted & on-premise environments, ensuring that a server is secure, developing backup procedures, maintaining system integrity, and optimizing server performance.
- Configure and manage the servers of different operating systems and must be ready to install systems, fix issues, or perform upgrades.
- Implement enhancements to servers to improve performance and reliability and may be responsible for designing, implementing, and managing enterprise system technologies.
DATABASE
- Lead the maintenance of systems; data management, security procedures, data management, database backups, audits systems, and identifies opportunities to improve systems.
- Configure and manage the servers of different operating systems and must be ready to install systems, fix issues, or perform upgrades.
- Implement enhancements to servers to improve performance and reliability and may be responsible for designing, implementing, and managing enterprise system technologies.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	Bachelor's Degree in Healthcare, Information Technology, Business, or related field (4 years of relevant experience may be considered in lieu of degree in addition to experience below)

	Preferred	Bachelors or Masters degree in Healthcare, Information Technology, Business, or related field strongly preferred.
Work Experience	Minimum	- Demonstrated success in infrastructure systems planning, analysis, budgeting, operations, design, and support. - Demonstrated success leading cross-functional teams that deliver enterprise-wide strategic and technical initiatives. - Demonstrated success leading the maturity of data retention, data encryption and system security.
	Preferred	- Seven (7) years of experience implementing and supporting infrastructure technology within unified communications. - Seven (7) years of experience planning and leading the implementation of mid to large scale infrastructure products. - Five (5) years of experience leading a technical team. - Extensive project management experience, including agile methodology.
Licenses & Certifications	Minimum	None
	Preferred	- Cloud technology certifications (Azure, AWS, GCP) - Cisco, Nutanix, VMware, Microsoft, Citrix, or similar certifications - ITIL, Six Sigma, Lean - PMP, PMI-ACP
Required Skills, Knowledge, and Abilities		**Information Services (IS) Core Competencies:** Advanced competency in the following areas: - Leadership including leads with integrity, maintains strategic orientation, demonstrates business & financial acumen, champions innovation, manages execution, leads & develops people - Technical leadership of applicable products or platforms - Communication - Effective team member - Critical thinking - Mentoring and teaching Intermediate competency in the following areas: - Leading highly empowered, self-directed teams including cross-functional teams - Leading without direct authority - Applying lean management tools - Applying agile methodologies **Position Specific Competencies:** Advanced competency in at least three Infrastructure competencies such as: Technical and Business Acumen - Advanced or expert knowledge and demonstrated successful delivery in multiple infrastructure competencies. Domains include, but are not limited to cloud technology, virtualization, networking, server administration, compute, storage, databases, software development, and system integration - Implementation - perform engagement activities such as installing, configuring, and testing hardware and applications based on design specification, client environment, and solution topology. Consider platform interoperability, equipment/OS upgrades, and updates to meet agreed-upon hardware standards.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time

UW HEALTH JOB DESCRIPTION

X	**Sedentary:** Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	**Up to 10#**	**Negligible**	**Negligible**
	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	**Up to 20#**	**Up to 10#** or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	**Negligible** or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	**20-50#**	**10-25#**	**Negligible-10#**
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	**50-100#**	**25-50#**	**10-20#**
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	**Over 100#**	**Over 50#**	**Over 20#**
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.