IS Infrastructure Architect			
Job Code: 330088	**FLSA Status: Exempt**	**Mgt. Approval: M. Waisbrot**	**Date: April 2022**
Department: IS Infrastructure		**HR Approval: N. Lazaro**	**Date: April 2022**

JOB SUMMARY

The IS Infrastructure Architect is a leader within UW Health IS and across the UW Health system. The Architect leads and develops a strong community of analysts based on his/her area of expertise via training, mentoring, and quality assurance. The IS Infrastructure Architect represents UW Health in regional and national workgroups, committees and professional organizations, which may include the publication of articles in leading journals.

The IS Infrastructure Architect is responsible for the design and planning of technical solutions for highly complex problems/issues which support critical goals for UW Health. The incumbent will provide consultative IT services to departmental and organizational leadership and will guide other employees within the department. Responsibilities will include justifying system design and concepts to end users and other organizational leaders and mid to large scale project management.

The IS Infrastructure Architect maintains highly collaborative, trusted-advisor relationships with senior leaders across UW Health, Quartz, UW-Madison School of Medicine and Public Health (SMPH) and our partners. Aligned with these stakeholder colleagues, he/she develops solutions/programs/project plans, proactively manages risks and issues, leads successful delivery and improves infrastructure and platforms.

MAJOR RESPONSIBILITIES

- Develop and design architecture framework for complex integrated infrastructure. Applies concepts to current system structure and technology constraints to maximize organizational benefit.
- Lead technical discussions and solutions for IS Infrastructure, to include: determining Infrastructure requirements & system integration points/interfaces, processing re-engineering issues, and evaluating application design and implementation strategies.
- Manage initiatives & projects of significant complexity and risk. Provide leadership to assigned client areas or teams. Maintain prioritized roadmap, develop work estimates, and ensure successful delivery to support strategic planning and initiatives, improve organizational performance, and advance progress towards UW Health goals.
- Lead improvement teams and projects within IS Infrastructure; lead the development and delivery of training relevant to area of expertise.
- Perform continual assessments and research of new technology innovations.
- Provide analysis, development and technical architecture solutions in partnership with IS infrastructure teams.
- Serve as liaison between stakeholders and vendor representatives during application research and design process. In addition, coordinate implementation of applications between user groups.
- Provide initial and ongoing user training and support for users in the operation of new infrastructure platforms.
- Serve as a consultant and escalation point within IS for IS Infrastructure technical teams.
- On Call support which may include scheduled 24/7 support.

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

JOB REQUIREMENTS

Education	Minimum	Bachelor's Degree in Healthcare, Information Systems, Engineering, Business, Data Science or related field. Four (4) years of relevant work experience may be considered in lieu of the bachelor's degree in addition to the experience below
	Preferred	Master's degree in Healthcare, Information Technology, Business or related field strongly preferred
Work Experience	Minimum	- Demonstrated success evaluating emerging technologies (versions/changes/trends) in a solution area and setting direction for solutions/technologies/products while determining the scope for new products and services. - Demonstrated success consulting and engineering in the design and development of Infrastructure best practices; Design of solutions to meet business goals, customer needs and regulatory requirements.

		• Demonstrated success formulating a viable, clear, and strategic technology vision that aligns the technology roadmaps and the corporate strategic work plan with support funding. • Demonstrated success in creating and defending funding proposals and proficient in creating presentations, proforma's, and ROI assessments • Demonstrated success coaching engineers and analysts to improve their technical and consulting capabilities with meaningful and effective feedback and training. • Demonstrated success in reviewing corporate business plans and creating technical roadmaps and strategies for implementation and operationalization, including driving updates to delivery and operations frameworks.
	Preferred	
Licenses & Certifications	Minimum	
	Preferred	• TOGAF, CPHIMS, PMP, ITIL • Relevant infrastructure certifications (i.e. Cisco, VMware, Microsoft)

Required Skills, Knowledge, and Abilities		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
		• Leading highly empowered, self-directed teams including cross-functional teams
		• Communication
		• Effective team member
		• Critical thinking
		• Applying lean management tools
		• Applying agile methodologies
		• Mentoring and teaching
		
		Advanced competency in the following:
		• Network Elements:
		   o Network Nodes: routers/switches/gateways/etc.
		   o Network communication protocols: TCP/IP, DNS, HTTPS, etc.
		   o Network topologies: point-to-point, mesh, hub-and-spoke, etc.
		• Infrastructure Elements:
		   o Azure architecture best practices.
		   o Azure cost optimization
		   o Infrastructure and platforms as a service, and modern application architecture as related to Micro Services.
		   o Enterprise storage and backup technologies including immutable backup technologies that support security infrastructure standards
		• Broad set of technical domain knowledge to allow for the design of cross functional solutions.
		• Ability to interface with stakeholders to ensure that technology aspects of projects are meeting stakeholders expectations.
		• Ability to independently evaluate and analyze Technical Solutions.
		• Exceptional analytical skill, innovation, and creativity to formulate and implement the mechanisms necessary to identify and solve problems
		• Demonstrated success in project management methodologies and strategies; ability to problem solve and lead complex projects involving multiple teams, stakeholders, and resources
		• Ability to gather requirements, provide analysis and measure outcomes
		• Ability to make judgments in demanding situations
		• Ability to react to frequent changes in duties and volume of work and to manage multiple concurrent activities
		• Effective communication skills (written and oral communications skills, especially active listening and writing)

	• Effective interpersonal skills, including the ability to promote teamwork, lead by example, and ensure a high degree of internal and external customer satisfaction • Ability to clearly communicate technical and/or complex concepts or topics to a lay person • Ability to work independently and self-motivate in pursuit of broad objectives • Ability to acquire and assimilate new knowledge and skills quickly • Ability to provide appropriate and constructive feedback to other analysts and peers • Exceptional analytical skill, innovation and creativity to formulate and implement the mechanisms necessary to identify and solve problems		

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
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.