TITLE:	Information Systems Infrastructure Architect	**JOB CODE:**	3203
DEPARTMENT:	Information Systems	**FLSA:**	Exempt
PREPARED:	July 31, 2019	**FLSA CLASS:**	Supervisor
UPDATED:	August 7, 2022	**WORK LOCATION:**	Aztec, NM
		REMOTE WORK ELIGIBLE:	YES

Summary: Under limited supervision of the Chief Information Officer, the IS Infrastructure Architect is responsible for maintaining the County's systems, including servers, Hyper-V environments, and networking environments. The individual is responsible for providing quality and timely implementations of new software, upgrading of security packages, and systems. Supervises staff to ensure continuity of County network, cloud services and computer operations. Gives direction, training, and feedback to employees for ensuring quality processes.

Provide good customer service to the user community with quick response and hands-on technical support. This IS professional should be an independent thinker and self-motivated to support the organizational goals through effective use of technology for the overall integrity of County systems. The ideal candidate is organized and focused on execution; show responsiveness to follow through task with sense of urgency; be autonomous and dependable to complete tasks with limited supervision; be innovative to look for areas of improvement and current trends such as virtualization, metrics gathering, and automation.

Essential Job Functions: *The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Plan, configure, deploy, and troubleshoot server/network hardware.
- Make recommendations and implement tools to monitor network traffic and server performance across the entire County network.
- Plan, configure, deploy, and maintain distributed network storage.
- Make recommendations to improve network and infrastructure organization-wide.
- Responsible for data backups and disaster recovery planning.
- Responsible for processing escalated tickets directly related to server or network services.
- Works directly with upper management to streamline processes and document improvements.
- Responsible for ensuring architecture consistency across infrastructure.
- Recommend long-term strategies for scaling the technical infrastructure in the areas of data centers, servers, and storage.
- Maintain documentation of current internal infrastructure.
- Create, manage, and configure virtual hard drives, virtual machines, virtual machine networks, and checkpoints.
- Responsible for resolving technical issues relating to County systems.
- Research and deploy new releases and patches for County systems.
- Responsible for administration of user accounts including email, remote access, etc.
- Works with vendors to resolve any issues and for installation, repair, and testing.
- Installs, maintains, and upgrades network hardware and software components as required; maintains the County's networked servers and hardware.
- Performs daily standard maintenance of the County systems; troubleshoots operation problems and implement fixes.
- Reviews and implements changes in the County systems, such as installations and updates.

Job Description
IS Infrastructure Architect

- Responsible for maintaining and presenting cost analysis to all responsible parties for the most cost effective IS solutions available.
- Responsible for researching all new technology and making appropriate recommendations when necessary.
- Maintain Microsoft Office 365, Azure, Intune, EMS systems, failover clustering with Hyper-V, and Microsoft System Center Suite.
- Supervises assigned staff and oversees day to day operations; provides work direction, prioritizes, assigns, and reviews tasks and projects.
- Hires, trains and instructs employees as required.
- Perform other related duties as assigned.

Required Knowledge and Skills:

- Knowledge of Hyper-V installation and configuration.
- Knowledge of database operation and maintenance.
- Knowledge of the principles and practices of customer service.
- Knowledge of County policies and procedures.
- Knowledge of active directory including designing forest, group policies, federation and one-way trust, DNS, DHCP, DFS.
- Knowledge of networking including virtual networking.
- Knowledge with different storage devices and protocols.
- Skill in assessing and implementing software patches and upgrades.
- Skill in identifying and resolving user questions with the database software.
- Skill in following and effectively communicating verbal and written instructions.
- Skill in working independently or as a team member.
- Skill in communicating effectively, both orally and in writing.
- Skill in supervising and coordinating staff; delegating tasks and authority.
- Skill in implementing policies and procedures.
- Skill in the use of SQL Server Reporting Services.
- Skill in establishing and maintaining effective working relationships with elected officials, County staff, and the general public.
- Skill in the use of a personal computer, the network and systems software.
- Skill in public speaking.
- Ability to demonstrate mastery of Microsoft System Center.
- Ability to work on individual tasks, as well as team-oriented tasks such as running a small to medium sized project; meet timeline goals and report progress.
- Ability to multitask multiple assignments and prioritize to meet goals.
- Ability to troubleshoot problems; working on various subject matter experts where needed.
- Ability to work with vendors on escalation of issues to resolve problems.
- Ability to demonstrate good customer services skills through email, phones, and in person.
- Ability to quickly learn new technologies and processes.
- Ability to prepare documentation of processes and procedures to offload activities.

Education and Experience

- Bachelor's Degree in computer science or related field with five (5) years of relevant work experience in either application support or computer networking; or equivalent combination of education and work experience sufficient to perform the duties of the position.
- Microsoft Certified Professional, preferred.
- Demonstrated experience with the following:

- Strong technical experience troubleshooting Microsoft and Cisco/Meraki networking technologies.
- Strong understanding of networking concepts such as OSI model, packet architecture, security, and authentication.
- Experience with Microsoft specific technologies such as DHCP server, remote applications and distributed remote desktop, IIS, Exchange, SQL server, Windows server management tools, Windows 2012/2016 operating systems.
- Experience working with Microsoft Azure as well as the service it provides for orchestration, logging, monitoring, and file storage.
- Valid State of New Mexico Driver's license or able to obtain within six (6) months of employment.

Environmental Factors and Conditions/Physical Requirements:

- Work is performed in an office environment; may be subject to repetitive motion such as typing, data entry and vision to monitor; may be subject to extended periods of intense concentration in the review of documents and reports.
- May be subject to bending, reaching, kneeling, and lifting such as retrieving files, records, and reports.
- Full time work hours for this position consists of being "on call" status as a requirement, including nights, weekends, and overtime.
- Work schedule for this position may include working on religious holidays.
- Utilize, process, and navigate the County's electronic ERP system as necessary and appropriate based on the needs and requirements of this position.
- Some work duties may be performed "remotely" outside of County facilities. For remote access you must complete and maintain a current remote work agreement.

Equipment and Tools Utilized:

- Equipment utilized includes computerized and conventional office equipment.

Approvals:

Employee: _____ **Date:** _____

Supervisor _____ **Date:** _____

Department Head: _____ **Date:** _____