Job Description
Prepared/Revised: January 2024

Job Title:	**Enterprise Resilience Architect**	Job Code:	**090536**
Job Family:	**Non-Certified**	FLSA Status:	**Exempt**
Pay Program:	**IT Administrative**	Pay Range:	**L16**
Typical Work Year:	**12 months**		

SUMMARY: Ensures the availability, performance, monitoring, capacity, business continuity and disaster recovery planning for enterprise technical systems by architecting reliability and resilience into enterprise application implementations, multi-system integrations, servers, data storage networks, data access security, and related physical systems. Plans, conducts and directs the analysis of business problems and solves by automating systems. Contributes to the development, testing, evaluation and design of system or infrastructure architecture used throughout the IT enterprise solution set. . Knowledgeable in all areas within IT and works across these multiple teams and District departments to provide assistance leading to fewer critical issues and ensuring maximum uptime for systems. Provides technical expertise and assistance in troubleshooting operations and on-call issues related to system failures and problems. Oversees the testing, implementation, documentation, and development of operation and maintenance policies and procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Job Tasks Descriptions	Frequency	% of Time
1. Architect the reliability of district data systems by leading technical teams to establish functional requirements, design, integrate, plan, and implement all centralized District data systems and application installations across the full stack of application, servers, databases, storage, cybersecurity technologies, and networking, including the interaction of multiple systems. Through this, support the business needs of mission critical production systems such as Student / Staff Access, Student Information, Student Support, HR, Database, Payroll / Accounting, Mail, Web, Firewall / Filtering, and Cloud based systems and services.	D	40%
2. Resolve complex issues involving applications, databases, network and server technical issues escalated from System Administrators and Technical Analysts. Coordinate and support efforts with third-party vendors to resolve technical issues with the operation of their software/systems. Provides post-incident analysis / review designed to improve system up time and decrease the risk of similar incidents reoccurring.	D	10%
3. Research, design, implement, troubleshoot, and maintain software systems for monitoring IT systems status through data collection, analysis, graphic display, and alerting systems for IT operations and support teams. Guide IT systems owners, vendors, and customers to establish the appropriate monitoring methods, data sets, and rendering of reports, real time displays, and alerts regarding systems performance and events, assisting IT teams and leadership with making strategic decisions related to improving overall systems performance.	D	20%
4. Architect, develop, implement, and administer the District's enterprise systems to ensure adequate security to restrict unauthorized or inappropriate use of information technology resources and the data therein entrusted. Ensure that adequate provisions are proceeding for sufficient backups, business continuity, system and data replication, and recovery from malware attach or other disruptions. Provide assistance to IT teams to monitor, alert, and maintain systems providing access to and support to security of District data. Uses systems and coding expertise along with software engineering methods to implement and/or develop alerting and monitoring systems to track early indications of issues to avoid costly downtime and service outages.	D	15%
5. Lead technical and process development practice for the establishment of written procedures, electronic configuration, and physical controls to enforce policies, procedures, and practices that protect public, District, and individual safety and rights. Develop written policies and procedures for business continuity and disaster recovery of critical District IT software/systems. Provide for constant upkeep of documentation and runbooks.	W	5%

6. Provide consultation, technical expertise, and enterprise recommendations related to standards, security, projects, implementations and rollouts, etc. Act as an organizational interface with vendors to learn about new systems and products and determine how they can best be utilized by the district. Mentor, instruct and train technical staff in large systems analysis, scripting and automation.	W	5%
7. Provide updates and critical information to the CITO and I.T. Managers related to enterprise design, system performance, security issues, and technical procedures. Under the guidance of the Infrastructure Engineering Manager and IT leadership, collaborates with district stakeholders to design and develop the infrastructure to meet IT SLAs, empower the district to consistently meet its objectives, and improve the customer experience with IT.	W	5%
8. Perform other duties as assigned.	Ongoing	
TOTAL		100%

EDUCATION AND RELATED WORK EXPERIENCE:

- Bachelor's degree in computer science or related degree. Four (4) years of similar and relevant experience may be substituted for this requirement.
- At least five (5) additional years of experience in architecting or deploying infrastructure solutions. Experience should show progression through work history in a combination of:
  - Providing architectural leadership in systems integration, resilience design, and automation of enterprise-class systems
  - Working with teams to design and integrate datacenter compute, store, and network systems that meet organizational capacity, application functionality, and resiliency requirements.
  - Leading the advancement of information technology procedures, policy, and practice to enhance systems reliability and troubleshooting across infrastructure, applications, monitoring, integration, and business processes to support organizational needs

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire.

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Advanced knowledge and experience with multi-tiered enterprise applications, server operating systems and virtualization technologies
- Advanced knowledge and expertise with cloud systems, resilience strategies, and services
- Advanced knowledge and experience with network technologies, including virtual networking and micro segmentation
- Advanced knowledge and experience with scripting languages; experience with coding techniques and processes associated with the automation, integration, and security of enterprise class systems on premises, in the cloud, and across multiple environments
- Advanced knowledge and experience with user access, security, and logging systems
- Experience working in large and complex environments supporting hundreds of servers, applications, and thousands of users
- Ability to maintain confidentiality in all aspects of the job
- Ability to promote and follow Board of Education policies, District policies, building and department procedures.
- Ability to stay current with district policy, standards and training in the areas of data quality, data privacy, and cyber- security with respect to student and staff data, and related information systems
- Ability to communicate, interact and work effectively and cooperatively with all people, including those from diverse ethnic and educational backgrounds. Willingness to contribute to cultural diversity for educational enrichment.
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator
- Ability to translate technical requirements into business processes
- Advanced critical thinking and problem solving skills
- Advanced ability to manage multiple tasks with frequent interruptions
- Advanced ability to manage multiple priorities
- Advanced ability to diffuse and manage volatile and stressful situations
- Participates in on call rotation

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Advanced knowledge of enterprise architectural designs; integration methodologies; systems automation strategies; enterprise availability and health assurance through processes, monitoring, reporting, and quality assurance implementations.
- Advanced knowledge of automated systems monitoring and configuration

- Advanced knowledge of Routing Architecture, Virtual Switching and Virtual network Security, Network design concepts, and Resilient Network Design.
- Advanced knowledge of VMWare vSphere and virtualization technologies

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	JOB CODE
Reports to:	Academic Computing Services Executive Director	090532

	POSITION TITLE	# of EMPLOYEES	JOB CODE
Direct reports:	This job has no direct supervisory responsibilities.		

BUDGET AND/OR RESOURCE RESPONSIBILITY:

- none

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

PHYSICAL ACTIVITIES:	**Amount of Time**			
	None	**Under 1/3**	**1/3 to 2/3**	**Over 2/3**
Stand		X		
Walk		X		
Sit				X
Use hands and fingers to handle and/or feel				X
Reach with hands and arms		X		
Climb or balance		X		
Stoop, kneel, crouch, or crawl		X		
Talk			X	
Hear			X	
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	**Amount of Time**			
	None	**Under 1/3**	**1/3 to 2/3**	**Over 2/3**
Up to 10 pounds		X		
Up to 25 pounds		X		
Up to 50 pounds	X			
51 to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	**Amount of Time**			
	None	**Under 1/3**	**1/3 to 2/3**	**Over 2/3**
Compare				X
Analyze				X
Communicate				X
Copy		X		
Coordinate		X		
Instruct		X		
Compute				X
Synthesize		X		

Evaluate				X
Interpersonal Skills			X	
Compile				X
Negotiate	X			

WORK ENVIRONMENT:	**Amount of Time**			
	None	**Under 1/3**	**1/3 to 2/3**	**Over 2/3**
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock		X		
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	**Required**
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X

NOISE LEVEL:	**Exposure Level**
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	