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Position: IT Solutions Architect
Department: Information Technology
FLSA Status: Exempt

Date: Aug 12, 2024
Reports to: Director, IT

JOB SUMMARY

The work of this position includes responsibilities for executing, delivering, and performing work necessary to build, acquire, document, test, implement, integrate, maintain, or modify IT systems and services. The incumbent is recognized as a subject matter expert (SME) for WAEPA; and plays a key role in communicating, shaping, and developing IT Service Policy.

MEASURES OF SUCCESS

- Support customers and partners through system configuration and maintenance.
- Maintain and secure network and systems.
- Prompt and continual collaboration.
- Ability to assist users in person and remotely to resolve their issues.

COMPETENCIES

Adaptability	Employee is open to new ideas and ways of doing business and adopts change willingly.
Communication	Employee expresses thoughts and ideas in a clear and effective manner. Employee communicates directly and provides meaningful information to others to generate support.
Continuous Improvement	Employee seeks opportunities to improve current processes, systems, and methods to promote reliability, quality, and efficiency of output.
Customer Service	Employee delivers exceptional customer service.
Delivering Results	Employee commits to achieving objectives, holds oneself accountable, and follows through.
Learning Agility	Employee learns quickly and applies newly learned information and skills to innovate, adapt, and uses feedback to improve.
Makes Sound Decisions	Employee makes sound decisions in a timely and confident manner.
Relationship Management	Employee builds and maintains meaningful and positive connections with others inside or outside of the organization.
Resilience	Employee responds to challenges with composure, optimism, and hardiness; employee perseveres and exhibits healthy stress management strategies.
Teamwork and collaboration	Employee cooperates with others through mutual trust and accountability to accomplish shared objectives.
Work Organization	Employee approaches work in an orderly manner; prioritizing tasks and managing time effectively.

RESPONSIBILITIES/ESSENTIAL JOB FUNCTIONS

The incumbent provides IT administrative support for a variety of IT services, including implementing, monitoring, and maintaining WAEPA's on-premises and cloud infrastructure. The incumbent works on a continuous basis to identify and establish scalable and secure solutions for the WAEPA organization to meet demand and timelines for IT Services from WAEPA business units and vendors. The WAEPA IT operating environment must meet industry best practices for security standards, and the incumbent is responsible for remediating vulnerabilities that exist in the system. The IT Systems Administrator is also responsible for ensuring that a user should only have access to the specific resources, data, and applications that are appropriate for their respective job duties. Additionally, the IT Systems Administrator is responsible for disaster recovery solutions, systems documentation, and updating Standard Operating Procedures.

The incumbent is also responsible for Help Desk tickets by providing IT support, including troubleshooting technical issues and resolving all other support requests. Additionally, it is expected that the IT Systems Administrator will be responsive to user support requests, is able to work in a team and communicate effectively, and improve customer service, perception, and satisfaction.

The IT Systems Administrator's responsibilities include the accurate inventorying and documentation of WAEPA's server, storage, workstation, peripheral, and printing environment. Based on the monitoring of inventory, the incumbent will determine when the acquisition of new IT equipment is necessary and will coordinate the purchase. The incumbent performs the continued evaluation of the technology and acquisition process for efficiencies and cost savings and makes recommendations to senior management, ensuring that recommendations are feasible and align with WAEPA mission requirements. The IT Systems Administrator is responsible for submitting IT invoices to accounting and delivering IT infrastructure services within budget.

IT Infrastructure Services (50%)

- Manage and maintain:
 - Active Directory/DNS/DHCP/Print Services
 - Office 365 Tenant and subscriptions
 - Exchange online user & group management
 - SharePoint Document Management System
- Azure administration and support, including but not limited to:
 - Azure Computing Resources, including Azure Virtual Desktop
 - Azure Storage
 - Virtual Networks
 - Azure Resources Backup and Recovery
 - Azure Monitoring, Alerting, and Logging
 - Azure Privileged Identity Management and Azure Resources Security Groups
- Maintain and manage servers, network switches, firewalls, and network attached storage (NAS).
- Virtual Hosts and Backup and Recovery Systems
- Virtual Office and Virtual Contact Center
- Security System and Badge Readers

- Use and maintenance of Jira IT Service Desk ticketing system
- Manage and maintain all network infrastructure
 - Wi-Fi Network
 - Wired Network
 - Routers/Switches

IT Solution Development (20%)

- Design end-to-end solutions and oversee their implementation to ensure alignment with WAEPA's business goals
- Develop technical documentation, including system designs, architecture diagrams, and data models
- Analyze and optimize system performance, ensuring solutions are scalable and efficient
- Identify bottlenecks and propose innovative solutions to improve system performance

IT Strategy (10%)

- Work with IT team for planning
- Promote a culture of continuous improvement and innovation within the IT department
- Collaborate with the IT team to develop and execute strategic plans
- Stay updated on industry best practices and integrate them into our IT strategy
- Promote the use of technology to streamline operations and improve productivity across the organization

IT Project Management (10%)

- Ensure all IT projects are tracked and completed by due date
- Follow up with IT team members to remove blockers and ensure they have all necessary resources
- Coordinate cross-functional teams to ensure project alignment and integration
- Identify and mitigate potential risks and issues within projects
- Conduct post-project evaluations to identify areas for improvement
- Foster a collaborative and transparent project management culture

IT Help Desk Support (10%)

- Maintain, purchase, and manage IT Assets including laptop/desktop computers, tablets, MiFi devices, desktop scanners, network printers, fax, conference and VoIP phones, uninterrupted power supplies (UPS), audiovisual (AV) systems, and peripherals.
- Providing remote and in-person technical support through diagnostic techniques.
- Determine the best solution through the problem-solving process.
- Record events, problems, and status updates in Jira IT Service Desk.
- Responding to customers' help desk tickets timely and ensuring thorough notation throughout.
- Regularly communicate with customers and follow up with customers to verify issue resolution.
- Perform IT Security Awareness Training for staff.

EDUCATION AND EXPERIENCE

- A bachelor's degree in computer science, information technology, information science, or in a related computer discipline is preferred. Commensurate work experience with corresponding certifications will be considered.
- 5+ years of experience in an information technology field is also required. Having certifications from recognized institutions also increases job prospects.

REQUIRED SKILLS

- Ability to coordinate the operations of an organization's IT service unit to achieve set objectives.
- Skilled in operating, installing, and troubleshooting computer systems and network to ensure efficient IT operations.
- Ability to carry out tests to identify performance leaks in an IT structure.
- Ability to explain complex ideas to those with limited IT and systems knowledge.
- Exceptional verbal and written communication skills.
- Listening ability and patience.
- Extraordinary customer service and relationship management experience.
- Critical thinking skills.

This position description should not be construed to imply that the requirements are the sole standards for the position. Incumbents are expected to perform all other duties as required.

Please sign below to acknowledge receipt of position description and responsibility for reviewing this document.

Employee's Signature: _____ Date: _____

Manager's Signature: _____ Date: _____