Infrastructure Architect I

Job Code	20000278	**Job Family**	Technology	**Professional / Knowledge Worker**	
Department	ITS Operations Architecture	**Reports to**	Sr Mgr ITS Info Technology Ops	**Union Status**	Non-Represented
FLSA Status	Exempt	**Pay Grade**	2061	**This Job is a Lead**	No
Last Updated	12/1/2022				

Accountability for Workplace Culture

Our PUD values are at the center of our culture. Putting the safety, health, and well-being of our communities and those we work with is valued above all else and everyone on Team PUD must meet this commitment daily. Nothing we do in achieving our Mission is worth a single injury, and all who interact with us must feel they are valued and welcomed as individuals.

Everyone on Team PUD, in all positions, is accountable for achieving this safe and welcoming culture by:

1. Taking full ownership for the safety of themselves and their coworkers, while ensuring everyone feels valued and welcomed.
2. Taking action to identify and eliminate their own and others' at-risk behaviors, including the behaviors that may undermine another's feelings of being welcomed and valued.
3. Following all safety rules and regulations and ensuring the PUD's expectations for conduct and respect are maintained.
4. Openly sharing near-misses, safety learning opportunities, and ways we can learn to be a more welcoming place while encouraging others to do the same.
5. Utilizing Stop Work Authority to intervene with anyone, anytime, in any place.
6. Intervening or seeking guidance to stop actions that are harmful to the wellbeing, health, or sense of belonging of others, and which are detrimental to our PUD values.

Job Summary

Provides design recommendations based on the District's long-term business and IT strategy. Leads and oversees the planning, integration, policy development, quality control monitoring, and standards development for the District's IT enterprise infrastructure architecture. Provides solutions for highly available enterprise-grade systems including architectural design specifications, security requirements, and backup and recovery strategies. Recommends, communicates, and develops technology strategy within all levels of the organization. Develops architectural standards and procedures and recommend new technologies and methods.

Accountabilities

Accountability #1

Demonstrate outstanding value relative to cost to our customers by ensuring development of technology systems supporting one or more critical operations, delivering cost effective and efficient maintenance through adhering to best practices and standards on behalf of our customers and stakeholders. Ensures system meet reliability and availability Key Performance Metrics. Design solutions that provide value and continually enhance operational processes. Provides vendor management to ensure adherence to contract terms and service levels. Provides direction to strategic planning to gain the most value from contract negotiations and vendor relationships for successful solution implementation and ongoing operations. The Infrastructure Architect develops and maintains the technology portfolio based on complex business requirements. They must understand not only the business requirements but what existing technology solitons are available in the technology portfolio. Develops appropriately scaled options based on requirements, scope, time, budget and ensure alignment with industry good practices. For each technology solution, they must evaluate scope, effort, costs, and risk, for both short-term and for the complete system lifecycle. Assess all technology specifications for technical environments, servers, capacities, databases, interfaces, workflows, security, networking, and compliance with estimates for scope, costs, effort, risks, duration, and similar responsibilities.

Accountability #2

Deliver excellent customer experiences through reliable, dependable, predictable service by developing technical change management strategies to support District strategic initiatives. Leads and manages all aspects of implementation of enterprise system changes based on business needs, providing technical expertise to support the analysis, evaluation of options, and solutions. Responsible for configuration/development, administration, testing, and documenting to ensure delivery of quality technical solutions that reliably and sustainably meet the needs of the organization. Provides mentorship to team members. Generally, works on changes with high risk and business impact, and similar responsibilities.

Accountability #3

Achieve the highest level of employee and community trust in how the District manages data and system security by ensuring the operations and strategic direction of technological systems, processes, and data. Apply cyber secure standards and recommendations on behalf of our customers and stakeholders by providing leadership to staff in adhering to operational best practices and designs standards for cyber security and privacy of PII data. Seeks the best possible solution the protecting the security and privacy of data. Manages vendor relationships, contract negotiations and small projects. Providing direction to strategic planning to prepare us for future cyber security and confidentiality solutions, and similar responsibilities. The architects participate in, and lead, various governance boards to ensure the security and reliability of the technology portfolio including: Architecture Review Board (ARB), Change Advisory Board (CAB), Project Governance Board (PGB), NERC-CIP compliance team, and Capacity Planning (CAP), and similar responsibilities.

Accountability #4

Achieve the highest level of employee and community trust in how the District manages technology systems by ensuring the configuration, administration, support, and maintenance of the District's technology systems. Develop, installs, configures, and tests hardware and software systems. Troubleshoots and resolves technical issues as they arise following industry standards. Provides customer support by responding to all technology requests. Leads development, change management, and troubleshooting for high-risk, enterprise-wide business systems. Manages the highest escalation for unprecedented technology issues/situations relating to enterprise-wide architecture. The architects must have a deep understanding of District and its IT policies relevant to the scope the systems they support. The must review requested changes to configurations and enhancements and ensure they are aligned with District policies and industry standards. Develop options that are aligned with strategy, and similar responsibilities.

Accountability #5

Demonstrate powerful cross-functional Collaboration and Customer Service (internal and external) that proactively anticipates and supports community and customer needs by effective communication and collaboration to ensure technology needs are met to support District's mission in providing reliable and cost-effective service. Builds and maintains effective relationships with stakeholders inside and outside the organization (e.g., customers, peers, cross-functional partners, external vendors, alliance partners). Contributes to building and sustaining an inclusive and equitable working environment by supporting all District employees. Actively supports and encourages every team member to share their ideas in an open and inclusive manner, and similar responsibilities.

Accountability #6

Deliver exceptional value to our customers through continual improvement and innovation by applying deep technical expertise in applicable technology domains, (e.g., development, integration, infrastructure, architecture, data analytics, business strategy) and a broad understanding of how that technology is used across multiple business functions, to deliver business value. Provides overall direction, guidance, and definition of IT architecture to effectively support the corporate business

strategy. Consults across several business areas, acting as visionary to proactively assist in defining the direction for future projects, and similar responsibilities.

Accountability #7

Accountability #8

Accountability #9

Accountability #10

Minimum Qualifications Note

The minimum qualifications listed below are representative of the knowledge, skills, and abilities needed to perform this job successfully, as described in the Accountabilities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential Accountabilities (duties and responsibilities) of this position. If you need assistance and/or a reasonable accommodation due to a disability during the application or recruiting process, please contact Human Resources at HRRecruiting@snopud.com, or by phone at 425-783-8655.

Qualifications – Education and Experience

Minimum **Required Education and Experience:**
Bachelor's Degree in Computer Science/IT, or related field, AND
Six (6) years progressively more responsible IT infrastructure experience;

OR

Ten (10) years progressively more responsible IT infrastructure experience.

Preferred **Education and Experience:**

Qualifications – License(s) and/or Certification(s)

Minimum **Required License(s) and/or Certification(s):**

Preferred **License(s) and/or Certification(s):**

Qualifications – Skills and Abilities

Minimum **Required Skills and Abilities:**

Supports and enables strategic priorities including projects and continual improvement

Works with Infrastructure Architect 2 and Enterprise Architect to develops strategies, solution designs and frameworks in support of digital innovation within strategic and operational business needs

Collaborates with IT Management, Enterprise Architect, Security Architect, Business stakeholders, senior leadership and to help influence IT policies, principles, standards, guidelines, and design patterns supporting solution architecture

Analyzes emerging marketplace, industry, company, technology trends, best practices, vendor products and services to inform and influence business and IT strategy and direction

Defines system and infrastructure specifications, interfaces, hardware capacity, software licensing, performance

Assists in the development of key process indicators to determine the performance, availability, function, and benefit realization of enterprise solutions

Defines backup and recovery strategies for enterprise systems

Defines enterprise and network edge systems security architecture

Responsible for secure network communications design that follow industry regulatory standards and good practices

Defines high availability standards and mechanisms to ensure system availability and security

Defines and documents regulatory compliance process, procedures, and strategies

Defines system interdependencies and integration strategies that supports the enterprise technical portfolio

Develops infrastructure standards, processes and procedures and recommends new technologies and standards

Preferred **Skills and Abilities:**

Competencies

The following competencies describe the cluster of behaviors associated with job success in the job group identified as "Professional / Knowledge Worker".

- Adaptability
- Building Customer Loyalty
- Building Partnerships
- Communication
- Continuous Improvement
- Continuous Learning
- Courage
- Decision Making
- Earning Trust
- Emotional Intelligence Essentials
- Facilitating Change
- Influencing
- Initiating Action
- Innovation
- Leveraging Feedback
- Mentoring
- Planning and Organizing
- Positive Approach
- Professional Knowledge and Aptitude
- Stress Tolerance
- Technology Savvy
- Valuing Differences
- Work Standards

Physical Demands

Physical Demands List	Frequency
Sit	Frequent (34-66%)

Walk	Seldom (1-10%)
Stand	Occasional (11-33%)
Drive	Occasional (11-33%)
Work on ladders	Never
Climb poles or trees	Never
Work at excessive heights (note heights in open text box below)	Never
Twist	Seldom (1-10%)
Bend/Stoop	Seldom (1-10%)
Squat/Kneel	Seldom (1-10%)
Crawl	Seldom (1-10%)
Reach	Occasional (11-33%)
Work above shoulders (note specific activity in open text box below)	Seldom (1-10%)
Use Keyboard /mouse	Frequent (34-66%)
Use wrist (flexion/extension)	Seldom (1-10%)
Grasp (forceful)	Seldom (1-10%)
Fine finger manipulation	Frequent (34-66%)
Operate foot controls	Occasional (11-33%)
Lift (note weight in open text box below)	Occasional (11-33%)
Carry (note weight in open text box below)	Seldom (1-10%)
Push/Pull (note specifics in open text box below)	Seldom (1-10%)
Work rapidly for long periods	Occasional (11-33%)
Use close vision	Frequent (34-66%)
Use distance vision	Occasional (11-33%)
Use color vision	Seldom (1-10%)
Use peripheral depth perception	Seldom (1-10%)
Speak	Frequent (34-66%)
Hear	Frequent (34-66%)

Additional Physical Demands not listed above and associated frequency below.

Mental Demands

Communication	Frequency
Understand and carry out simple oral instructions	Frequent (34-66%)
Understand and carry out complicated oral instructions	Frequent (34-66%)
Train other workers	Occasional (11-33%)
Work alone	Frequent (34-66%)

Work as a member of a team	Frequent (34-66%)
Follow standards for work interactions	Frequent (34-66%)
Write communications for clarity and understanding	Constant (67-100%)
Speak with clarity with others	Constant (67-100%)
Comprehension	**Frequency**
Read and carry out simple instructions	Frequent (34-66%)
Read and carry out complicated instructions	Frequent (34-66%)
Retain relevant job information	Frequent (34-66%)
Reasoning	**Frequency**
Read and interpret data	Constant (67-100%)
Count and make simple arithmetic additions and subtractions	Frequent (34-66%)
Use intermediate and/or advanced math	Frequent (34-66%)
Organization	**Frequency**
Plan own work activities	Frequent (34-66%)
Plan work activities of others	Occasional (11-33%)
Direct work activities of others	Occasional (11-33%)
Resilience	**Frequency**
Work under pressure	Frequent (34-66%)
Work for long periods of time	Frequent (34-66%)
Work on several tasks at the same time	Frequent (34-66%)

Additional Mental Demands not listed above and associated frequency below.

Work Environment

Environmental Conditions List	Frequency
Exposure to weather	Seldom (1-10%)
Wet and/or humidity	Seldom (1-10%)
Atmospheric conditions	Seldom (1-10%)
Confined/restricted working environment	Seldom (1-10%)
Vibratory Tasks – High	Seldom (1-10%)
Vibratory Tasks – Low	Seldom (1-10%)

Additional Environmental Conditions in this job not listed above and the associated frequency below.

Risk Conditions List	Frequency
Exposure to Heights	Seldom (1-10%)
Exposure to Electricity	Seldom (1-10%)
Exposure to Toxic or Caustic Chemicals	Never
Working with Explosives	Never
Exposure to Radiant Energy	Never
Extreme Cold	Seldom (1-10%)
Extreme Hot	Seldom (1-10%)
Proximity to Moving Mechanical Parts	Seldom (1-10%)
Noise Intensity	Occasional (11-33%)
Exposure to animals	Never
Working with angry customers	Seldom (1-10%)

Additional Risk Conditions present in this job not listed above and the associated frequency below.

On-Call Status and Frequency

On-Call is required.
⊙ Yes
○ No

On-call activities and frequency.
Occasionally - 1x quarter or 4-6 times a year 0

Work Location

The primary assignment for this position is:
○ Remote
⊙ Office Hybrid
○ On-Site
○ Field/Job Site

While this description has provided an accurate overview of responsibilities, it does not restrict management's right to assign or reassign duties and responsibilities to this job at any time. This position

description is designed to outline primary duties, qualifications, and job scope, but not limit our employees or the organization to complete the work identified. In order to serve our customers best, each employee will offer their services wherever and whenever necessary to ensure the success of the District in serving our customers, to further the safety, health, and inclusivity of employees and the public, and achieve expectations of the District overall, while also remaining flexible in recognition of the employee's wellbeing.