# Infrastructure Architect II

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| **Job Code** | 20000990 | **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** | 2062 | **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

Performs systems engineering for planning, design, and implementation of complex frameworks, architecture at a conceptual and logical level; consults with, or assists Solution Delivery Teams, business teams, and all levels of management. Leads and oversees the planning, integration, policy, quality assurance, and standards development for the District's IT infrastructure architecture. Provides solutions for enterprise systems, network communications, security, data protection and recovery, compliance, and custom solutions. Recommends, communicates, and develops infrastructure strategy within all levels of the organization. Develops system infrastructure 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 complex, enterprise-wide technology systems,delivering cost effective and efficient maintenance through adhering to best practices and standards on behalf of our customers and stakeholders. Ensures enterprise systems meet reliability and availability key performance metrics. Design's solutions that provide value and continually enhance operational processes. Ensures vendor management to safeguard adherence to contract terms and service levels. Provides direction to strategic planning to gain the most value from contract negotiations and vendor relationships for solution implementation and ongoing operations. The Applications Architect 2 develops the technology portfolio based on complex business requirements. They must understand not only the business requirements but what technology solitons are available in the existing portfolio of in the industry. They develop viable options-based requirements, scope, and align these with industry best practices. For each solution they must evaluate scope, effort, costs, risks both near term and for the lifecycle of the system. The assess all aspects of the technology including specifications for environments, servers, capacities, databases, interfaces, workflows, security, networking, and estimates for scope, costs, effort, risks, duration, and similar responsibilities.

### Accountability #2

Deliver excellent customer experiences through reliable, dependable, predictable service by ensuring all aspects of implementation of strategic enterprise system changes based on business needs. Develops technology 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. Normally 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 ensuring the operations and strategic direction of enterprise technological systems, processes, and data are secure 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 protection of PII data; seeks the best possible cyber security and data privacy in vendor relationships, contract negotiations and project requests; and providing direction to strategic planning to prepare us for future cyber security and confidentiality solutions; and similar responsibilities. The architects participate 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), 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 enterprise computer systems. Install, develops, configure, and tests hardware and software systems. Troubleshoots and resolves the most complex technical issues as they arise. Provides customer support by responding to all technology to requests. Generally, leads on development, change decisions and troubleshooting for high-risk systems and enterprise-wide business impacts or similar work. Manages the highest escalation for unprecedented technology issues/situations relating to enterprise-wide architecture. The architects must have a deep understanding of District and IT Policies relevant to the scope the systems they support. The must review requested changes to configurations and enhancements to ensure they are aligned with District Policies and Industry Best Practices. They 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 enterprise technology needs are appropriately scaled 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 an environment of inclusion, allowing every team member to share their ideas, and similar responsibilities.

**Accountability #6**

Deliver exceptional value to our customers through continual improvement and innovation by applying industry technical expertise in applicable technology domains, (e.g., Development, Integration, Infrastructure, Architecture, Data Analytics, Business Strategy) and a broad understanding of how technology is used across multiple business functions, to deliver good business value. Provides overall direction, guidance, and definition of IT architectures 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
Eight (8) years progressively more responsible IT infrastructure experience;

OR

Twelve (12) 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
- Develops strategies, enterprise-wide solution designs and frameworks to drive and influence digital innovation within strategic and operational business needs
- Collaborates with IT Management, Enterprise Architect, Business stakeholders, and leads establishment of IT policies, principles, standards, guidelines, and design patterns supporting solution architecture
- Analyzes 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 and/or software capacity and performance planning
- Defines system interdependencies and development strategies that support the enterprise technical portfolio
- Develops and supports dev ops standards and procedures and recommends new technologies and methods
- 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%) |

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|---|---|
| Walk | Seldom (1-10%) |
| Stand | Frequent (34-66%) |
| Drive | Occasional (11-33%) |
| Work on ladders | Seldom (1-10%) |
| Climb poles or trees | Never |
| Work at excessive heights (note heights in open text box below) | Never |
| Twist | Occasional (11-33%) |
| Bend/Stoop | Occasional (11-33%) |
| Squat/Kneel | Occasional (11-33%) |
| Crawl | Seldom (1-10%) |
| Reach | Seldom (1-10%) |
| 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) | Seldom (1-10%) |
| 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 | Occasional (11-33%) |
| Use distance vision | Occasional (11-33%) |
| Use color vision | Seldom (1-10%) |
| Use peripheral depth perception | Seldom (1-10%) |
| Speak | Frequent (34-66%) |
| Hear | Occasional (11-33%) |

**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%) |

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|---|---|
| Work as a member of a team | Frequent (34-66%) |
| Follow standards for work interactions | Frequent (34-66%) |
| Write communications for clarity and understanding | Frequent (34-66%) |
| Speak with clarity with others | Constant (67-100%) |
| **Comprehension** | **Frequency** |
| Read and carry out simple instructions | Occasional (11-33%) |
| Read and carry out complicated instructions | Constant (67-100%) |
| Retain relevant job information | Frequent (34-66%) |
| **Reasoning** | **Frequency** |
| Read and interpret data | Frequent (34-66%) |
| 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 | Occasional (11-33%) |

**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.**
0 The District experiences an average 95 unplanned hazardous substance spill response events a year at all hours and under all weather conditions. The Energy Control Center is the contact point for all spills to be reported from the field and for all response efforts to be initiated, crew and equipment call outs and work order numbers assigned. With approximately 100,000 oil filled transformers in operation throughout the service territory, the potential for damage events and equipment malfunctions is a constant and daily risk throughout the year. Vehicle related spills are another daily source of risk for these incidents.

## 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.