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JOB DESCRIPTION

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| Job Title: | Solutions Architect (End User Compute) |
| Service: | IT Services |
| Grade: | H |
| Campus: | Primarily home based with occasional requirement at all campuses |
| Responsible to: | Head of Infrastructure |
| Liaison with: | Staff, Students, Stakeholders and external organisations as required |
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**Never Not Moving Forward**

Build your career, follow your passion, be inspired by our environment of success.

#BeTheChange

The University of East London is one of the most diverse and vibrant universities in the global capital. Our pioneering and forward-thinking vision is making a positive and significant impact to the communities we serve, inspiring both our staff and students to reach their full potential.

Born in 1898 to serve the skills needs of the 2nd industrial revolution, the University of East London has commenced Year 4 of its transformational 10-year Vision 2028 strategic plan led by our Vice-Chancellor & President, Professor Amanda Broderick, to advance Industry 4.0 careers-1st education. We have a clear route-map to provide a springboard for the jobs and opportunities of the future; drive diversity in the 4.0 talent pipeline - working in partnership to promote talent wherever it is found; and to create an inclusive and sustainable, green future.

We are looking for forward-thinking, innovative, curious, high-energy, self-aware people who are passionate about making a positive difference and who will thrive in an inclusive and diverse University community who are never not moving forwards.

As one of the most socially inclusive and international Universities and comprising one of the most diverse staff populations in the UK (50% of our professoriate identify from black or minority ethnic backgrounds), we are hugely proud of our track record in reducing inequalities (ranked 1st in the UK & 2nd globally, Times Higher Education Global Impact Rankings, 2020) and our commitment to equality, diversity and inclusion is at the heart of Vision 2028.

We are building an environment of success where colleagues are supported to achieve, and our community can flourish and thrive. We are an accredited Investors in People Award Institution and have achieved the Investors in People Health and Wellbeing Award. With Athena Swan Awards and being one of a small number of Universities to have achieved the Race Equality Charter Award, we continue on our journey to address and reduce barriers to opportunity.

So, if you are looking to build your career in a dynamic, inclusive and performance-focused team and are inspired by our environment and drive for success, we want you to apply to join the University of East London. We are looking for inspirational individuals who have a passion to make a positive difference to people and planet, creating a more sustainable future for everyone.

# THE DEPARTMENT:

UEL IT Services is a centralized resource working collaboratively with the University community to transform UEL's digital landscape in line with the University’s Vision 2028 strategic plan. Engaging in ground-breaking initiatives delivered within a dynamically developing cloud environment, IT Services work closely with staff, students, partners and other key stakeholders to identify technological enhancements to our learning and working environments. We implement, develop and provide support for systems and services within the university’s IT Service Portfolio.

# JOB PURPOSE:

The role holder will be a senior member of a multi-disciplinary Team consisting of technical specialists and device delivery experts. Reporting to the Head of IT Infrastructure, the role holder will be expected to perform as Subject Matter Expert for multiple domains, and have full responsibility for the strategy, design, development, management and delivery of platforms and services including (but not limited to) Azure and AWS management environments, VMWare, Windows Servers, Linux Servers, Office365 (SharePoint Online, OneDrive etc.), Active Directory, Azure Directory services and Identity Management. This is a mix of ensuring existing systems are operating securely, managing the application of relevant system updates in line with changes in the current threat landscape, and designing and deploying new services in line with modern industry best practices.

As Solutions Architect, the role holder will work with the other 2 Solutions Architects and in collaboration with Heads of Service from across the IT Services Service and UEL wide stakeholders to define strategy and propose, design and implement modern and innovative solutions for IT provision.

**MAIN DUTIES AND RESPONSIBILITIES**

**Strategy, Design and Development:**

* Responsible for the proposal, design and implementation of new solutions to business led and technology driven IT projects. Such solutions must meet the University’s Business Continuity and Disaster Recovery needs while keeping us at the forefront of technology
* Define the strategy for IT solutions in conjunction with the Heads of Services and other Solutions Architects

**Horizon scanning:**

* Evaluation of technologies that will improve the UEL IT provision, recommending and advising on strategic improvements

**Compliance and Improvement:**

* To identify functionality within the technologies of End User device enviroment including Microsoft Azure, AWS, Intune and Office 365 and to design, propose and implement these in order to enhance service to the University
* To support the audit of UEL’s systems ensuring appropriate licensing, legislation and policies are implemented, complied with and maintained
* To research the latest trends to keep knowledge current and to inform the Heads of Services of suggested changes to policy and practice
* Take responsibility of the integration of system design best practice into existing processes and procedures and facilitate updates to these as required
* To ensure IT Services and School colleagues manage compliance and that applications and licences are deployed and maintained to expert standards, according to users’ requirements and departmental processes across development, pre-production and production environments

# Communications, Influence & Reporting:

* Develop and maintain relationships with key internal and external stakeholders, to both share service information, work collaboratively across Schools and Services, and influence decisions regarding the University’s services
* Ensure all systems and services are fully documented to appropriate standards to enable effective and efficient support of the environments in all circumstances, including creation of documented processes for frontline staff
* Proactively support the resolution of complex incidents and problems escalated by IT teams using Industry standard ITIL processes, including managing escalations to 3rd party suppliers, which may have significant implications for the University’s IT services
* May be required to take on one of the ITIL Process Owner or Process Manager roles within the IT Services department

# Collaboration:

* Establish and continually demonstrate user engagement throughout the University
* In collaboration with the Head of Infrastructure, take responsibility for the efficient running of the infrastructure function, and process improvements

# Process, Procedure, Standards and Best Practice:

* Keeping up to date with industry developments, and the transfer of the knowledge of these developments to other IT Services staff
* Ensure the existing Infrastructure, services and solutions across all domains are evaluated, tested, installed, operated, and maintained optimally, to agreed security, availability, performance, and cost pillars
* To analyse complex operational processes and services in order to mitigate risks, taking proactive action to resolve any issues identified, and to contribute to the production of the necessary policy, process and procedural documentation minimising risk of reoccurrence
* Responsible for frequently developing, setting, and implementing the University’s IT policies and standards, including information security processes, best practices and build standards
* Actively contribute to discussions with internal and external contacts on application design and development as well as process improvements, assisting the IT team in investigating and evaluating alternative approaches

# Technical Design Authority (TDA):

* Key adviser to the TDA representing all matters relating to infrastructure, cloud environments and solutions design
* Responsible for validating externally produced designs for service enhancements, products and solutions
* Ensure all solutions meet the University’s Business Continuity (BC) and Disaster Recovery (DR) needs

# Personal development CPD / expectations:

* Participate in an annual individual performance review process where objectives will be agreed, performance monitored & personal development needs discussed
* Maintain a competent, skilled and up-to-date knowledge of design and development best practice leading by example in your own behaviours
* Undertake relevant training and development courses to increase your knowledge and capability in terms of system and service design and development
* Ensure knowledge and familiarity with UEL IT solutions in relation to all developed deployments
* Undertake all mandatory training as required by UEL

# Other:

* To work in accordance with UEL equality and diversity policies and provision
* Flexible working to support on‐call or rota’d activities may be required
* Travel between UEL University sites within the UK will be required as will wider UK travel to attend supplier and trade events
* To undertake such other reasonable duties, commensurate with the grade of the post, as may be required by the Senior Management Team of IT Services

PERSON SPECIFICATION

EDUCATION, QUALIFICATIONS AND ACHIEVEMENTS

**Essential criteria:**

* Degree or equivalent practical experience that demonstrates relevant level of knowledge and skills (A/C)

**Desirable criteria:**

* Relevant certifications in IT Technology related subjects e.g. Cloud Practitioner, Microsoft Intune, Microsoft Azure Fundamentals, VMWare, RedHat and/or relevant Security qualifications. (A/C)
* ITIL Foundation V3. (A/C)
* Extensive experience in a similar role within the Higher Education Sector. (A/I)

# KNOWLEDGE AND EXPERIENCE

**Essential criteria:**

* Strong track record in a similar senior role of proactively defining and delivering architecture strategy, service and solutions in a large complex environment, and of challenging established methods. (A/I)
* Excellent knowledge of current IT technologies, products and design methods. (A/T/I)
* Solid understanding of standards and trends for IT Infrastructure design, provision and management and a strong passion for today’s and tomorrow’s technology. (I)
* Must be able to demonstrate an extensive working knowledge of current and emerging cloud technologies and be able to detail the support challenges for these technologies, describing how to overcome these and incorporate them into your daily working practice. (A/T/I)
* Extensive experience in designing, installing, backing up and administering secure IT infrastructure services and platforms. (A/T/I)
* Experience in designing, installing and administering services based on the Linux Platform to include maintaining and securing the LAMP stack. (A/T/I)
* Expert understanding of multiple Infrastructure technologies including VMWare, VSphere, Windows Server, Linux Server. (A/I)
* Excellent understanding of cloud and device management technologies including AWS, Microsoft Azure and Office 365 demonstrating experience of hybrid deployment and integrating cloud services. (A/I)
* Excellent understanding of Active Directory and it’s supporting components along with the full Microsoft stack encompassing; Organizational Unit design, Group Policy, DNS and DHCP. (A/T/I)
* An enthusiasm for Office365 products and platforms including SharePoint Online Exchange Online Teams, Dynamics and associated licensing. (I)
* Significant provable experience of Identity Management design and provision including Office365, AzureAD, SAML, OAUTH2 and OIDC. (A/I)
* Significant and demonstrable experience in designing and building services for High Availability and Knowledge and experience of modern IT architectures. (A/I)
* Experience of working with non‐technical stakeholders and communicating highly complex and technical information to such an audience. (A/I)
* Excellent leadership and influencing skills that include demonstrable experience of leading teams. (A/I)
* Experience in implementing and working to ITIL standards ensuring consistent quality of service delivery. (A/I)
* Demonstrable experience of policy and process design and implementation within an IT architecture function. (A/I)

**Desirable Criteria:**

* Knowledge of cloud technologies with AWS being preferred. Experience of designing AWS and Azure services and networks would be a significant advantage. (A/I)
* Substantial experience of working in large multi-disciplinary teams and successfully delivering complex programmes/projects. (A/I)
* Experience in the Higher Education Sector. (A/I)
* Experience in one or more modern development languages like C#, JavaScript, Node.js etc. (A/I)
* Recent experience of programming against WebAPIs, REST and JSON. Experience of .NET and using the Microsoft Graph APIs would be a big bonus. (A/I)

**ANALYSIS AND RESEARCH**

* Demonstrate commitment to staying up to date with technology and methodologies both in specific manufacturer products and across the wider Information Technology space. (A/I/P)
* Using all available data, as well as researching various media sources, identify solutions to problems generated in relation to IT infrastructure services and platforms, ensuring the solutions are tested, documented and disseminated to all affected parties. (A/I)
* Evaluate documented resolutions and analyse trends for ways to prevent future problems from occurring. (A/I)

**COMMUNICATION**

* Must have excellent verbal and written communication and interpersonal skills with ability to present ideas, designs and solutions to IT colleagues and business stakeholders. (A/I/P)

**PLANNING AND ORGANISING RESOURCES**

* Must be able to demonstrate experience of planning, prioritising and organising own workload on a daily, weekly or monthly basis, co-ordinating with others, ensuring customer needs and expectations are met. (A/I)
* Responsible for managing, ad-hoc teams to deliver IT activities as necessary, planning the work of the team and reporting progress to senior management. (A/I)

**INITIATIVE AND PROBLEM SOLVING**

* Must be able to demonstrate established fault diagnosis, troubleshooting skills and support methodologies as well as the ability to apply new technology to business problems **(A/T/I)**
* Responsible for decision-making and proactive management of UEL IT services, diagnosing faults and identifying and evaluating remedial actions. The role holder will be required to demonstrate examples of independent decisions affecting IT services in the absence of senior management. (A/I)

**PASTORAL CARE AND WELFARE**

* Must be able to demonstrate experience in managing customers in a variety of emotional states and potentially confrontational situations, as well of experience in guiding and supporting colleagues in similar situations. (A/I)
* Commitment to, and understanding of, equal opportunity issues within a diverse and multi-cultural environment. (A/I)

**Criteria tested by Key:**

A = Application form

C = Certification

I = Interview

P = Presentation

R = Research papers

T = Test