

POSITION DESCRIPTION

TITLE: Technical Systems Architect
DATE: March 2016
JOB CODE:
DIVISION: Central
DEPT/PROGRAM: Information Technology
SUPERVISOR TITLE: Director Infrastructure and Operations
FLSA (EXEMPT/NON-EXEMPT) STATUS: Exempt
PAY GRADE: 25

SUMMARY:

The Technical Systems Architect is a Senior Level IT professional who determines agency Information Technology needs such as hardware, software, scalability and security requirements. Coordinates design and integration of overall architecture and parts of proposed systems with end users. Translates business needs to develop solutions from design to technological product. Provides senior level administration of Information Technology networks and systems. Provides subject matter expertise to develop and implement the Agency's IT Security policies.

JOB DUTIES / RESPONSIBILITIES:

- Coordinates maintenance through Information Technology or other source for software / hardware / network systems.
- Evaluates, configures, and implements agency Network, Internet, and electronic communication security strategies.
- Evaluates WAN expansion, designs growth structure, costs, plans, and directs implementation of WAN.
- Evaluates VPN expansion, designs VPN structure, costs, plans, and directs implementation of VPN.
- Administrative and billing contact for all agency Internet domains, implements browsing and security policies, reviews usage and abuse by staff, reviews security breach attempts.
- Provides senior level administration of Information Technology networks and systems.
- Provides subject matter expertise to develop and implement the Agency's IT Security policies.
- Manages and implements anti-virus strategy for all agency computing systems.
- Provides SQL Server database administration.
- Primary Information Technology resource for CODA Financials support.
- Provides support and configuration of WAN and Internet Router and communications devices including security configurations, network optimization, monitoring of line quality.
- Acts as primary firewall administrator.
- Primary telecommunications contact within Information Technology, providing primary point of contact for all provider related issues including design, installation, support, and repair.
- Reviews, designs, and procures combined and separate data and voice cabling installations at sites for upgrades, replacements, and new structures.
- Routinely monitors off-hours automated processes to ensure reliable operation and data recovery capability.
- Reviews request for applications development, researches existing turnkey and custom third party solutions, and evaluates cost effectiveness of alternatives.
- Develops and maintains an integrated agency Information Technology plan to include integration of various computer hardware technology, network strategies, and software.
- Provides assistance in development of the annual Operational and Capital Budget related to Information Technology purchases of hardware, networks, software, and other technology as required.
- Reviews agency Information Technology plan, updating as required to ensure flexibility and adherence to agency requirements.
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division requirements.

- Performs functionality analysis of proposed solutions / designs / plans on Information Technology projects.
- Ensures technological feasibility of projects within the scope of existing and available skills within the agency for project development, implementation, and continuation.
- Reviews agency Information Technology infrastructure for design flaws and strengths, relevance to current and future needs and technology, analyzing alternatives for improvement, and recommends implementation scheme.
- Maintains, reviews, and implements time schedules for major project design, implementation, and integration.
- Works closely and proactively with Business Systems and other members of the Information Technology department to ensure technology architecture is aligned with Information Technology and agency objectives and desired outcomes.
- Develops plan for system documentation; implements and revises plan as necessary.
- Able to work a scheduled shift including evening, overnight, weekend shifts/hours and rotating on-call coverage.
- Other duties as may be assigned.

MINIMUM QUALIFICATIONS / REQUIREMENTS:

- B.S. degree in Computer Management Information Systems, Computer Science or related field, seven years' experience in Information Systems, three years technical management experience *or* an equivalent combination of education and experience with demonstrated leadership skills and identifying and troubleshooting critical issues with minimum downtime in a team environment.
- Must be knowledgeable of client/server and host based strategies, database design and administration, network topologies, design, and management, structured systems analysis and design, entity relationship models, application testing procedures. Relational database design and SQL knowledge are required, as are structured programming skills. Rapid application development tools experience is necessary.
- Experience managing on premise, cloud, colocation, and hybrid data centers
- Hands-on and design and implementation experience with SAN, server, networking, telephony, unified communication, virtualization, Microsoft Exchange and end user computing including end point device management (PCs, tablets, smartphones, and other mobile devices), and helpdesk solutions.
- Knowledge of Microsoft Windows Operating Systems (desktop and server) is required.
- Ten years' experience with industry standard routers, firewalls, switching equipment, CSU/DSUs, and telecommunications is required.
- Internet and network security experience required and certification preferred.
- Experience with design, management, and implementation of comprehensive IT security programs

The position requires intermittent sitting, standing and the ability to move freely throughout the buildings including using stairs, and to bend, reach, and lift 30-50 lbs. regularly and have visual and hearing acuity and clear speech sufficient to perform the functions the job effectively.

SKILLS / COMPETENCIES:

- Familiarity with accounting, payroll, and human resource information systems is required.
- Must have direct experience in communicating/working with executives, directors, stakeholders and/or other high profile decision makers to identify business goals and transform them into actionable strategies
- Excellent customer-facing skills including consensus building at all levels of the organization.
- Demonstrated customer service skills, including verbal and written communication – **STRONG** ownership of the problem including the ability to provide thorough and effective updates to management and clients at the technical and leadership level.
- Strong proactive leadership and organizational skills with the proven ability to multitask and prioritize tasks balancing large and small projects with support and internal improvement initiatives



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- This position will regularly have access to sensitive/confidential information and will be expected to respond to the needs of the agency in a confidential, efficient and timely manner and to provide service of the highest quality following established procedures.
- Excellent verbal, communication, analytical and troubleshooting skills.
- Ability to diagnose, troubleshoot, obtain results, and provide solutions for a broad range of technical problems.
- Must be project-oriented, energetic, positive, patient, passionate, dependable, and good at multi-tasking in a fast-paced environment.
- Responsible, able to manage time effectively and work efficiently, both with and without direct supervision.

CATHOLIC CHARITIES COMMITMENTS:

The responsibilities of this position must be consistently performed using the following behaviors:

1. Honor and respect the **Dignity** of every person.
2. Encounter each person with **Compassion**.
3. Act with **Humility**.
4. Reach out to others in a spirit of **Collaboration**.
5. Serve with **Excellence**.
6. Act with **Integrity** in everything you do.

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Acknowledgement of Position Description

I have read the role description for **Technical Systems Architect**. I fully understand and accept the duties and responsibilities that are outlined for my position. I will perform these duties and responsibilities to the best of my knowledge and ability.

Employee

Date