JOB DESCRIPTION

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| **Job title** | Senior Enterprise Infrastructure Architect |
| **Sector/Function** | IMT |
| **Department** | Enterprise Architecture - Infrastructure |
| **Reports to** | Infrastructure Architecture Manager |
| **Grade** | 5 |
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| **Job purpose** | The Senior Enterprise Infrastructure Architect plays a vital role in guiding the strategic and operational direction of our IT infrastructure and cybersecurity. This includes designing and managing a converged IT infrastructure that integrates compute, networking, storage, and security components, and aligning it with our organisation's IT strategy and the evolving cybersecurity landscape.  As a Senior member of the infrastructure team, the Senior Enterprise Infrastructure Architect fosters a culture of high performance and cybersecurity vigilance, implementing effective mentoring, coaching, and performance management practices. Collaborating with other IT leaders, they ensure the seamless integration of infrastructure projects, thereby enhancing our operational resilience and cybersecurity defenses.  The Senior Enterprise Infrastructure Architect also oversees our Enterprise Architecture strategy, managing its performance, cost-efficiency, and security. They adeptly handle relationships with external vendors to ensure the delivery of high-quality services.  In this role, significant collaboration with both internal and external stakeholders is crucial for the design and ongoing management of the IT infrastructure. Reporting directly to the Infrastructure Architecture Manager, the Senior Enterprise Infrastructure Architect provides insightful recommendations and leads the implementation of approved infrastructure initiatives, while staying abreast of emerging technologies, cybersecurity threats, and industry developments. Their goal is to ensure our infrastructure remains robust, secure, and ready for the future. |
| **Key accountabilities** | **Strategic Planning & Management**   * Design, deploy, and manage a converged IT infrastructure integrating compute, networking, storage, and security. * Develop and execute a future-focused infrastructure roadmap aligned with the organisation's IT strategy and evolving cybersecurity landscape. * Lead the implementation of approved infrastructure initiatives.   **Enterprise Architecture**   * Aligning the enterprise architecture with the overall business strategy and objectives * Overseeing the integration of new cloud technologies into the existing IT infrastructure, ensuring optimal performance, cost-efficiency, and security and collaborating with key stakeholders to ensure their needs are met. * Establishing governance frameworks and standards, managing the performance and cost-efficiency of the architecture, and maintaining relationships with external vendors to ensure high-quality service delivery. * Developing, maintaining, and owning the technology architecture reference model to ensure it aligns with industry standards and ensuring that the enterprise architecture remains robust, secure, and capable of supporting the organisation's goals and future growth. |

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|  | **Operational Excellence & Problem Resolution**   * Efficiently handle complex infrastructure and cybersecurity issues. * Proactively monitor and respond to emerging trends, threats, and opportunities in the IT infrastructure and cybersecurity environment. * Act as the ultimate backstop and senior escalation point for technical incidents, requests and problems. * Use performance data from multiple sources to provide insights to the Head of IT. * Coordinate with the Service Delivery Manager to ensure management of critical incidents and where necessary conduct root cause analysis for such incidents. * Manage (via the Infrastructure team) reoccurring faults or errors in the IT infrastructure, working through Problem Management processes to ensure Continual Improvement of systems. * Ensure change control procedures are followed throughout the infrastructure team.   **Stakeholder Collaboration**   * Build positive relationships with key stakeholders across the organisation, effectively representing the EUS Team as well as the IMT Department as a whole. * Collaborate effectively with both internal and external stakeholders in the design and ongoing management of the IT infrastructure. * Contribute to strategic decision-making processes and provide forward- thinking recommendations. * Represent IMT and the wider Turning Point on various internal and external forums as required.   **Industry Awareness**   * Stay abreast of emerging technologies, cybersecurity threats, and industry developments to ensure that our infrastructure remains robust, secure, and future-ready.   **Risk Management:**   * Work to actively identify information risks and recommend mitigations aligned with industry best practice * Adherence to TOGAF design standards * Ensure risks are handled in line with the Risk Management policy, flagging with the Head of IT and/or Information Security Group as appropriate. * Adhere to ISO27001 policies and procedures on information security. * Oversee the monitoring of systems and infrastructure for alarms, events, notifications and Capacity Management |

**Knowledge Management:**

* Own and manage the infrastructure knowledge base, ensuring that you and other team members encapsulate knowledge in a structured repository that is kept up to date.
* Ensure personal knowledge is maintained and improved by staying up- to-date with new technology and best practices.
* Take responsibility for personal development - identifying any skills gaps both personally and within the EUS Team, liaising with the Head of IT to identify suitable up-skilling and development opportunities.

**Projects:**

* Provide Technical Architect and Design Authority services to strategic projects as required.
* Act as a Senior Supplier or Workstream Lead in projects as required.
* Ensure the smooth transition of project initiatives into the infrastructure team

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| **Dimensions** | Direct reports | 4 |
| Total staff overseen | 4 |
| Internal contacts | All business Functions |
| External contacts | Vendors and Customers |
| Planning outlook | 36 months |
| Problems solved | As per Risk Management and Problem Resolution above. |
| Financial authority | N/A |

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| **Area** | **Essential** | **Desirable** |
| **Personal effectiveness** | * Strategic thinking * Ability to envision and implement long-term strategies that align with organisational objectives and industry trends. * Capability to anticipate challenges and opportunities related to IT infrastructure and cybersecurity. * Ability to lead and inspire high-performing teams. * Ability to motivate, mentor, and develop individuals to achieve their best whilst driving staff engagement. * Strong problem-solving skills with a data-driven approach to decision-making. * Capable of translating complex data into actionable strategies and solutions. * Excellent written and oral communication skills, with the ability to articulate complex technical concepts clearly and effectively to diverse audiences. * Calm and focused under pressure * Relationship and rapport skills * Giving and receiving feedback * Active listening skills * Empathetic | * Formal coaching skills * Proven experience in leading and developing high-performance teams. |
| **Technical effectiveness** | * Expertise in designing, deploying, and managing converged IT infrastructures, encompassing compute, networking, storage, and security. * Knowledge of IT infrastructure design principles and best practices. * Knowledge of cloud architecture and experience with cloud service providers   (e.g., Microsoft Azure, Oracle OSC. | * Project management experience. * Certifications in relevant areas such as cloud architecture (e.g., AWS Certified Solutions Architect, Oracle Cloud Infrastructure Associate/Professional) * IT service management (e.g., ITIL Foundation / Advanced) * Cybersecurity (e.g., CISSP). * Enterprise Architecture Framework skills (e.g. TOGAF) |

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|  | Cloud Infrastructure).   * Strong understanding of IT security principles and best practices. * Ability to problem-solve complex infrastructure and cybersecurity issues * Familiarity with IT service management frameworks (e.g., ITIL). * Experience in managing relationships with external vendors. * Proven experience in collaborating with internal and external stakeholders. |  |
| **Acquired experience & qualifications** | * Managing customer and vendor expectations * Good standard of written and spoken English * Excellent relationship management skills * Coaching and development skills * Minimum 5 years’ experience working in a senior infrastructure role (incl. compute, networks,   cybersecurity and architecture development) |  |
| **Other**  **Requirements** |  |  |