

Sr. Infrastructure Architect

Job Description:

The Sr. Infrastructure Architect will be a key member of the Data Center Engineering Team providing Information Technology Solutions in the following environments: Data Center (Active Directory/Exchange Migrations), Cloud Migrations (Azure/O365 & AWS), Virtualization (VMWare/Hyper-V) and Storage solutions.

Roles/Responsibilities:

Under limited supervision, the Senior Infrastructure Architect/Engineer is responsible for Enterprise Design/Build of complex Data Center, Server, & Storage Systems for current and future environments, recommendation and design of best-in-breed architectures, and troubleshooting & engineering and/or analytical tasks and activities associated with one or more technical areas within the Corporate Data Center Infrastructure Architecture, such as, but not limited to, design, engineering, implementation, or operations/user support. Work on problems of diverse scope where analysis of situation requires evaluation and judgment. A true thought leader that will direct the planning of large-scale complex and geographically dispersed enterprise Infrastructure systems & projects through design, vendor comparison & cost studies, & build to include hands-on and directing other resources. This Enterprise Role will not have direct reports; rather the candidate will directly execute, while also directing the work of internal and vendor teams. Provide work leadership and training to other IT Engineers. Requires thorough knowledge of Enterprise Data Center & Server/Storage Infrastructure systems, networks and applications. Certifications and work history/skillset to the level of having built multiple Data Centers and their Server Systems while also standing up and integrating remote locations and their environments during mergers & acquisitions across multiple IT Architectural landscapes in diverse environments. This is not a Networking role, this Infrastructure/Data Center role will work hand-in-hand with our Network Architect/Engineer and Microsoft Architect/Engineer.

This role works under the supervision of the Director of Infrastructure Engineering, may function as a Team Leader to the infrastructure team but will have no formal direct reports.

- Design, plan, implement, support, & maintain Corporate Data Center & Server/Storage systems in a high-availability Environment, providing senior level technical expertise on IT projects.
- In-Depth knowledge of Server & Storage Hardware, VM Hosts, interconnectivity of LAN/WAN/SAN systems and server platforms for Microsoft branded Server Environments including configuration and troubleshooting.

- Assist the Sr. Leadership in planning and implementing systems and Infrastructure integrations resulting from M&A activity, including data center & infrastructure analysis for cost savings.
- Proactively monitor computing platforms for performance issues, & respond within strict time frames and escalate incidents according to incident handling guidelines.
- Assist in the developing Policies, Processes, and Procedures for the Infrastructure team.
- Demonstrate and practice defined testing for all changes in the production environment.
- Work with the Director of Infrastructure Engineering to coordinate and plan infrastructure initiatives.
- Knowledge of LAN/WAN and network protocols as related to Infrastructure across domains.
- Knowledge of system monitoring tools and commands to ensure quick resolution to issues.
- Understand the information security implications of technology solutions and Undertake proactive measures to ensure compliance with the Information Security policies and processes.
- Provide Level III/IV support on Infrastructure and Integration-related issues.

Actively support LAN/WAN standards as well as interfaces to applications, from workstations, and among diverse systems.

- Provide guidance, documentation, and appropriate knowledge transfer SofiaITC's customers.
- Demonstrate and practice ITIL best practices.
- Create the required design and support documentation for projects, systems builds, processes and changes.

Communications:

- Proven Track Record of Project Management including large scale enterprise level multi-site complex Data Center Infrastructure Environment design/build integration, including budget ownership, resource management, reporting.
- Ensure timely and appropriate communication to members of the IS team and management.
- Assist with the development and compliance of policies and processes.
- Contribute actively to department- and company-level communication forums.
- Provide documentation to support the appropriate use of infrastructure.
- Provide feedback within the Information Systems group regarding the implementation, support and on-going efforts of technology solutions.
- Provide documentation to support the operational aspects of our tools and products.

Vendor Relationships:

- Establish and maintain positive working relationships between SofiaITC & our technology partners.
- Work as the primary liaison between our company and our Infrastructure technology vendors.
- Work with our technology vendors to continually improve the tools available to us.
- Ensure a complete understanding of our contractual relationships (software licensing agreements and software maintenance agreements).
- Maintain appropriate maintenance agreements for our technology solutions.
- Interact with third-party software suppliers to perform problem resolution and enhancement.

Business Recovery:

- Develop and maintain processes to support business continuity in the event of a disaster situation as it relates to Network and Infrastructure.

Summary of Qualifications:

The ideal candidate is self-motivated and works well with minimum supervision. She/he will have strong problem solving, analytical and communication skills and have expertise and familiarity with the following technologies:

- Data Center Design/Build Infrastructure (as owner's rep or vendor, bring sample docs/pics)
- TIA 942 Standards – knowledge from real-world design/build experience
- Various Blade & SAN Infrastructures, Cisco UCS & EMC/RecoverPoint preferred.
- Hypervisor systems: Microsoft, Citrix, VMWare, and VDI Builds under your belt
- Back Up solutions such as Backup Exec, VEEAM Backup, Etc.
- Encryption (Server, Storage, Storage at Rest, Desktop, etc.)
- Management Tools, Management & Patching, Vulnerability Patching
- Environmental Monitoring (Tools, Policies, Processes, Procedures, and on-call response)
- Terminal Services and Virtual Desktop Infrastructure (have built VDI for 1000+ seats)
- Hosting Infrastructure for Microsoft Environments (Active Directory, AD Trusts, ADFS, Domain Integration, Microsoft Exchange Server to O365 Migration & O365 Administration, Microsoft SQL Server 2005/2008 (knowledge of, but not a DBA role).
- Information Security Knowledge, Checkpoint Firewall/VPN [knowledge, not a Networking role]
- Cisco Routers & Switches, Unified Communications
- Radius Server, VPN, various products

- Solar Winds Orion Network Performance Monitor and Traffic Analyzer (preferred, or similar)
- Networking/Security Best Practices
- ITILv3 Foundation

Requirements:

- Bachelor's degree in Information Technology or related field
- 7-10+ years' infrastructure systems maintenance and support experience in a production Cisco environment.
- MCSE Certification and VCAP