#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Assistant Director, Enterprise Architecture

**Job Number:** X-197 | VIP: 1083

**Band:** EXEMPT-8

**Department:** Information Technology

**Supervisor Title:** Director, Infrastructure and Operations

**Last Reviewed:**  April 22, 2024

#### Job Purpose:

As an Assistant Director, Enterprise Architecture leads the strategic design and implementation of the university's network, server infrastructure, and active directory services. Develop scalable, resilient, and secure architectures aligned with long-term objectives. Drive proactive monitoring, optimization, and compliance practices while fostering knowledge-sharing and collaboration across IT teams.

#### **Key Activities:**

* Crafting and executing a comprehensive network architecture covering LAN, WAN, and wireless networks.
* Designing secure, high-performance, and scalable infrastructures that align with long-term goals.
* Spearhead the design and implementation of advanced server and storage systems, optimizing resources and security measures.
* Supervising Active Directory services to ensure robust authentication and compliance with standards.
* Developing virtualization strategies to enhance efficiency and adaptability, and implementing virtualized environments that meet performance targets.
* Driving the establishment of identity and access governance frameworks, integrating advanced controls and protocols.
* Leading the enhancement of email, telephony, and collaboration services to foster better communication and knowledge sharing.
* Advocating for top-tier security practices, implementing rigorous controls, and orchestrating robust backup and disaster recovery strategies.
* Instituting proactive monitoring and optimization practices to maintain optimal performance and reliability.
* Oversees and ensures that all human resource practices and processes are complied with and develops leadership strength in functional areas by coaching reporting leaders and staff in the development of critical competencies and by modelling valued leadership behaviours.
* Provides career planning advice to staff and creates development plans to help staff achieve their career goals including assigning work which leverages their skills and capabilities and provides them with opportunities for learning.
* Directs the preparation, control and administration of budgets for reporting areas and approves major expenditures.
* Taking charge of developing operational plans and performance metrics for service offerings, while coordinating project resources and offering guidance and mentorship.
* Establishing procedures and standards for operational efficiency and compliance and overseeing staff performance and career development.
* Making informed recommendations for vendor selection and managing contracts effectively.
* May undertake Project Manager duties when necessary, ensuring project success.
* Maintaining up-to-date professional certifications and staying abreast of current IT trends and techniques.

#### Education Required:

* Bachelor's degree in Computer Science, Information Technology, or related field; advanced degree preferred OR equivalent knowledge and experience.

#### Experience/Qualifications Required:

* At least eight (8) years of progressive technical experience in infrastructure management, preferably in higher education.
* Experience in negotiating and managing service-level agreements with stakeholders.
* Effective engagement with diverse stakeholders, including university leadership.
* Skilled in vendor selection and management to meet university standards.
* Strategic thinking ability to align technology initiatives with institutional goals.
* Adaptability to evolving technological landscapes and changing priorities.
* Demonstrated leadership in team development and fostering professional growth.
* Insight into higher education structures and objectives.
* Stakeholder engagement and collaboration skills.
* Adaptability and innovation in proposing solutions.
* Problem-solving and decision-making skills.
* Team leadership and collaboration capabilities.
* Budget management and resource allocation proficiency.
* Commitment to continuous learning and professional development.
* Awareness of equity, diversity, and inclusion principles in technology access.

##### **Technical:**

* Expertise in developing and executing IT strategies aligned with organizational goals.
* Track record of leading infrastructure projects, including data center upgrades and cloud migrations.
* Strong background in cybersecurity, disaster recovery, virtualization, and telecommunications.
* Proficiency in identity and access management, compliance, and risk mitigation.
* Excellent verbal and written communication skills for conveying technical concepts.
* Professional certifications such as CISSP, PMP, or ITIL are desirable.
* Mastery of IT infrastructure design and management tailored for universities.
* Proficiency in identity and access management and effective vendor management.
* Strategic planning and execution aligned with university goals.
* Top of Form
* Bottom of Form

##### **Competencies:**

* Customer Service: Contributes to the development of customer-centric IT strategies, excels in stakeholder engagement and communication, exceeds service benchmarks, minimizes disruptions, and fosters innovation
* Collaboration: Actively engages with team members to solicit their ideas and opinions, recognizing the value of diverse perspectives in achieving specific objectives. They foster an environment where team members feel encouraged to voice their ideas and concerns openly, promoting mutual respect and acknowledging differences. Leveraging the strengths of each team member, they strive to optimize team performance, recognizing the importance of collaboration in achieving collective goals.
* Communicating for Results: Demonstrates proficiency in conducting discussions and writing memoranda that support troubleshooting and problem-solving efforts. They seek and share relevant information and opinions, effectively handling conflicts with empathy and clarity. Before taking action, they ensure a comprehensive understanding of interrelated situations by asking probing questions and soliciting advice from multiple sources, demonstrating a commitment to informed decision-making.
* Problem Solving: Applies structured problem-solving methodologies to diagnose and address operational and interpersonal challenges. They exhibit empathy and objectivity towards individuals involved in issues, analyzing multiple alternatives and their associated risks and benefits. Additionally, they recommend resource requirements and collaborate with stakeholders to implement effective solutions, emphasizing a collaborative approach to problem-solving.
  + Leading Self: Demonstrates self-control and a willingness to seek out appropriate training or coaching to enhance their skills. They willingly take on tasks that stretch their abilities and exhibit a strong work ethic, autonomously managing their workload with creativity and prioritization.
  + Leading Others: The individual guides, coaches, and motivates team members, identifying and addressing developmental needs while providing opportunities for growth. They confront issues and inappropriate behaviours in a timely and respectful manner, fostering a positive and supportive team environment.
  + Leading the Organization: The individual understands and conveys the departmental vision to staff and stakeholders, aligning daily operations with Trent and departmental commitments, goals, and strategies. They set realistic service expectations within given constraints and make decisions that align with best practices and organizational core values, contributing to the overall success and alignment of the organization.

#### Supervision:

Direct Responsibility for the Work of Others:

* Network and Telecommunications Analyst
* Network and Telephony Systems Specialist

**Job Evaluation Factors:**

**Analytical Reasoning**

*Description:*

The role of an Assistant Director, Enterprise Architecture necessitates a high degree of analytical reasoning. Enterprise Architects are responsible for designing and implementing comprehensive and cohesive IT systems and strategies that align with the university's goals and objectives. They must possess the ability to analyze complex information, identify patterns, and derive meaningful insights to make informed decisions regarding technology infrastructure, application development, data management, and integration.

*Degree of Complexity or Difficulty of Thinking and Reasoning Required:*

The degree of complexity in analytical reasoning for an Assistant Director, Enterprise Architecture is high. This role requires the ability to synthesize information from various sources, comprehend intricate technical concepts, anticipate future needs and challenges, and devise innovative solutions that meet both immediate and long-term objectives. The analytical thinking required encompasses a broad understanding of technology, organizational structures, academic processes, and industry trends.

*Work Example:*

One typical responsibility of an Assistant Director, Enterprise Architecture is to develop a comprehensive IT architecture roadmap that supports the institution's strategic initiatives. This involves analyzing existing IT infrastructure, applications, and data systems to identify inefficiencies, redundancies, and areas for improvement. For example, the architect may need to assess the compatibility of legacy systems with emerging technologies or evaluate the scalability and security of cloud-based solutions. Through rigorous analysis and reasoning, the architect devises a roadmap that outlines the phased implementation of new technologies, migration strategies, and governance frameworks to ensure alignment with the university's academic and administrative objectives. This process requires not only technical expertise but also the ability to navigate complex organizational structures, anticipate stakeholder needs, and communicate effectively with diverse audiences.

##### **Decision Making**

*Description:*

In the role of an Assistant Director, Enterprise Architecture, decision making plays a critical role in shaping the institution's technological landscape. Enterprise Architects are responsible for making strategic decisions regarding IT infrastructure, systems architecture, software development, and technology implementation to support the university's mission and objectives. These decisions often have far-reaching implications on the efficiency, effectiveness, and innovation within the academic and administrative spheres of the university.

*Degree of Freedom to Exercise Initiative:*

The degree of freedom to exercise initiative or act independently in making day-to-day decisions as an Assistant Director, Enterprise Architecture is moderate to high. While there may be established guidelines, policies, and strategic objectives set by university leadership, Enterprise Architects typically have the autonomy to assess technical requirements, evaluate available options, and recommend and implement solutions that best align with the university's goals. They are expected to exercise sound judgment, creativity, and foresight in decision making, balancing immediate needs with long-term objectives.

*Work Example:*

A common task for an Assistant Director, Enterprise Architecture within a university is to evaluate and select suitable technologies to bolster both academic and administrative operations. For instance, suppose the architect is tasked with the replacement of the university's firewall system. In this scenario, the architect embarks on a thorough research endeavor, meticulously examining the capabilities and compatibility of various firewall solutions with the existing infrastructure and the specific needs of academic and administrative functions.

##### **Impact**

*Description:*

As an Assistant Director, Enterprise Architecture, the decisions and actions taken by the job incumbent have significant implications for the department and the university as a whole. Enterprise Architects play a crucial role in shaping the technological infrastructure, systems architecture, and digital capabilities that support academic excellence, administrative efficiency, and institutional innovation. Their work directly impacts the university's ability to deliver high-quality education, conduct cutting-edge research, and achieve strategic objectives.

*Impact or Consequence:*

The impact or consequence to the department or university of typical actions or decisions taken by the job incumbent is substantial. Assistant Director, Enterprise Architecture are responsible for designing and implementing IT solutions and strategies that optimize operational processes, enhance user experiences, safeguard data integrity, and facilitate collaboration across academic and administrative units. Their decisions influence the efficiency of academic programs, the effectiveness of student services, the competitiveness of research endeavors, and the overall reputation and standing of the university within the higher education community.

Work Example:

A typical duty for an Assistant Director, Enterprise Architecture entails spearheading the execution of a new Voice over Internet Protocol (VoIP) telecommunications initiative. For instance, envision the architect orchestrating the entire lifecycle of this enterprise-wide telecommunications project.

To commence, the Assistant Director, Enterprise Architecture meticulously leads the selection process, scrutinizing various VoIP solutions against the university's unique requirements and infrastructure. This involves a comprehensive assessment of functionalities, integration capabilities, scalability, security measures, and cost considerations.

Subsequently, with a chosen VoIP solution in hand, the architect delves into the customization phase, tailoring the platform to seamlessly integrate with existing telecommunications infrastructure and academic operations. This may entail configuring call routing protocols, setting up user permissions, and optimizing network bandwidth to ensure optimal performance and reliability.

##### **Responsibility for the Work of Others**

As a senior member of the team, the Assistant Director, Enterprise Architecture is tasked with coordinating activities and mentoring junior staff. This includes facilitating communication, assigning tasks, and monitoring progress to ensure project success. Additionally, they provide guidance, feedback, and opportunities for professional development to junior team members, fostering a culture of learning and collaboration within the team. Their role is vital in promoting efficiency, teamwork, and the growth of individual team members. Full managerial control of:

* Network and Telecommunications Analyst
* Network and Telephony Systems Specialist

##### **Communication**

*Description:*

Effective communication is essential for an Assistant Director, Enterprise Architecture working within a university environment. The role involves conveying complex technical concepts, project updates, and strategic recommendations to various stakeholders both within and outside the university. Clear and concise communication facilitates collaboration, alignment of objectives, and successful implementation of IT initiatives.

*Key Internal and External Communication Partners:*

Internal:

1. IT Department and Technical Teams:
   * Purpose: Collaborate on technical architecture design, system integration, and implementation planning. Ensure alignment with IT standards, policies, and best practices.
2. Faculty and Academic Departments:
   * Purpose: Gather requirements for academic systems and technology tools, provide training and support, and foster adoption of IT solutions to enhance teaching, learning, and research.
3. Administrative Staff:
   * Purpose: Communicate changes in administrative systems and processes, provide support for system upgrades and migrations, and gather feedback to improve operational efficiency.

External:

1. Technology Vendors and Partners:
   * Purpose: Evaluate and select technology solutions, negotiate contracts, and collaborate on implementation and support services. Ensure alignment with university requirements and standards.
2. Government Agencies and Regulatory Bodies:
   * Purpose: Stay informed about regulatory requirements and compliance standards related to data security, privacy, and accessibility. Communicate with regulatory authorities as necessary to ensure adherence to guidelines.
3. Industry Professionals and Peers:
   * Purpose: Participate in professional networks, conferences, and forums to stay updated on emerging trends, best practices, and innovations in enterprise architecture. Share knowledge and experiences to drive continuous improvement and innovation within the university.

Clear and effective communication with these internal and external stakeholders is essential for the Enterprise Architect to gather requirements, gain support, facilitate collaboration, and ensure the successful implementation of IT initiatives that support the university's mission and objectives.

##### **Motor/ Sensory Skills**

While the Assistant Director, Enterprise Architecture Services role does not require extensive physical movement or hands-on manipulation of objects, it demands a high level of proficiency in sensory skills, particularly visual acuity, auditory skills, and tactile sensitivity. These skills are integral for processing complex information, making strategic decisions, and effectively communicating with diverse stakeholders. The emphasis on cognitive and managerial skills in a technology-driven environment underscores the importance of sensory skills in achieving success in this role.

*Key Motor/Sensory Skill Requirements:*

1. Visual Acuity:
   * Tasks:
     + Analyzing complex data sets and reports.
     + Reviewing and evaluating user interfaces for network systems
     + Ensuring the visual consistency and accessibility of software interfaces.
2. Auditory Skills:
   * Tasks:
     + Participating in meetings and discussions with various stakeholders.
     + Listening to user feedback and concerns related to Infrastructure Services
     + Staying informed about industry trends through webinars, podcasts, and conferences.
3. Tactile Sensitivity:
   * Tasks:
     + Engaging with touch-based interfaces and technology devices.
     + Handling physical documents and materials related to Infrastructure Services
     + Assessing the tactile aspects of user experience in software design.
4. Cognitive Processing:
   * Tasks:
     + Processing and synthesizing complex technical information.
     + Making strategic decisions based on data analysis and interpretation.
     + Evaluating the efficiency and effectiveness of infrastructure services functions.
5. Communication Skills:
   * Tasks:
     + Articulating complex technical concepts to diverse audiences.
     + Facilitating discussions and meetings with internal and external stakeholders.
     + Composing clear and concise written communications for reports, documentation, and emails.
6. Coordination and Multitasking:
   * Tasks:
     + Coordinating multiple client services projects simultaneously.
     + Managing teams and resources to ensure efficient project execution.
     + Balancing short-term tasks with long-term strategic planning.
7. Analytical Skills:
   * Tasks:
     + Conducting in-depth analysis of technology solutions and their impact.
     + Identifying trends and patterns in data for informed decision-making.
     + Troubleshooting and solving complex problems related to client service functions.

**Effort**

*Description:*

Effort evaluates the physical and mental demands inherent in the Assistant Director, Enterprise Architecture role. This factor encompasses the exertion required to fulfill job responsibilities effectively, including both physical tasks and mental exertion associated with strategic planning, problem-solving, and decision-making.

*Physical and Mental Demands:*

1. Sustained Concentration and Focus: The role demands sustained periods of concentration and focus to analyze complex technical issues, develop infrastructure strategies, and make critical decisions that impact the university's IT operations and services.
2. Strategic Planning and Decision Making: Engaging in strategic planning and decision-making processes requires intense mental effort to assess options, anticipate future trends, and devise innovative solutions to address evolving technological challenges and opportunities.
3. Project Management: Overseeing infrastructure projects entails managing multiple tasks and deadlines concurrently, necessitating mental agility to prioritize activities, allocate resources effectively, and ensure successful project delivery within established timelines and budgets.
4. Problem Solving: The role must demonstrate strong problem-solving skills to troubleshoot IT issues, resolve technical challenges, and mitigate risks effectively, requiring mental flexibility and adaptability to address unforeseen obstacles and emergencies.
5. Interpersonal Communication: Effective communication with internal stakeholders, external vendors, and regulatory bodies demands emotional intelligence and mental effort to build relationships, convey information clearly, and negotiate agreements while navigating diverse perspectives and priorities.
6. Adaptability to Change: The dynamic nature of technology and higher education necessitates mental resilience and adaptability to embrace change, innovate new approaches, and respond promptly to emerging trends, disruptions, and organizational shifts.
7. Team Leadership: Providing leadership to the IT team involves motivating and inspiring staff, fostering a collaborative work environment, and addressing personnel issues, requiring emotional intelligence and mental stamina to navigate interpersonal dynamics and promote professional growth and development.
8. Vendor Management: Interacting with technology vendors and partners involves evaluating products and services, negotiating contracts, and resolving conflicts, demanding mental acuity to assess vendor capabilities, anticipate potential risks, and ensure alignment with university objectives and standards.

##### **Working Conditions**

The working conditions factor for the Enterprise Architect role considers a combination of sedentary work, high cognitive demands, ambiguity, collaboration pressures, technology implementation challenges, institutional responsibilities, work-life balance considerations, and data security stressors.

1. Sedentary Work Environment:
   * Nature: A predominantly sedentary role requiring prolonged periods of desk work and computer usage.
   * Frequency and Duration: Daily exposure to desk-based tasks, with occasional breaks.
2. High Cognitive Load:
   * Nature: The need for sustained mental concentration and focus on complex technical and strategic matters.
   * Frequency and Duration: Daily exposure to intricate problem-solving, decision-making, and strategic planning.
3. Ambiguity and Uncertainty:
   * Nature: Inherent uncertainty in technology projects, with unforeseen challenges and evolving academic needs.
   * Frequency and Duration: Regular exposure to ambiguity, necessitating adaptability and flexibility.
4. Meeting and Collaboration Demands:
   * Nature: Engaging in frequent meetings, discussions, and collaborations with various stakeholders.
   * Frequency and Duration: Regular exposure to team interactions, requiring effective communication and collaboration skills.
5. Technology Implementation Pressures:
   * Nature: Pressure associated with the successful implementation of enterprise applications within specified timelines.
   * Frequency and Duration: Occasional exposure to critical project phases, demanding focused efforts.
6. Responsibility for Institutional Impact:
   * Nature: Decision-making with broad institutional implications, adding a high level of responsibility.
   * Frequency and Duration: Ongoing exposure to decisions that directly impact the university's operations and academic functions.
7. Work-Life Balance Challenges:
   * Nature: The potential for extended working hours and occasional challenges in maintaining work-life balance.
   * Frequency and Duration: Occasional exposure during critical project phases or issue resolution.
8. Data Security and Compliance Stressors:
   * Nature: The responsibility for data security and compliance introduces stressors related to safeguarding sensitive information.
   * Frequency and Duration: Regular exposure to addressing and mitigating potential security risks to protect the university's data.