

JOB DESCRIPTION

Job Title	Lead Infrastructure Architect		
Reports to	Director of Strategy & Architecture		
Department	Technology		
Job Family	Business Services	Level	5

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial, and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

The LBS technology department is responsible for delivering and supporting all digital technology solutions required for the effective running of London Business School.

We provide specialist capability in Service Delivery, Software Development, Digital Solutions Delivery, Teaching and Learning Technology, Platform integration, Data Management, Cyber Security, Project Delivery, Business Analysis, User Experience Business Change and Enterprise Architecture.

Job Purpose

The Lead Infrastructure Architect defines the infrastructure technology vision, architecture, and roadmap. They lead the development of solution architectures and technical designs that will deliver the vision.

They are a technical thought leader, with outstanding communication and collaboration skills, and the ability to architect modern solutions that solve complex business and technology problems in a fast-paced, agile environment.

The Lead Infrastructure Architect will oversee architectural development in the following areas: cloud and on-premises hosting and networking services, hyperconverged platforms and 'software-defined' infrastructure, edge computing services, modern workplace technologies including endpoint management identity, and access management technology, 'IoT' technology and infrastructure required to support Audio Visual and 'Smart Campus' services.

The Lead Infrastructure Architect will be responsible for ensuring robust architectural governance for infrastructure changes, and in driving secure by design processes and practices.

They will provide technical leadership and mentoring for infrastructure engineering team members, and collaborate with technical subject matter experts, engineers, architects and senior Technology leaders and business stakeholders to define and realise the target infrastructure architecture.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Infrastructure Architecture

- Drive the infrastructure architecture and roadmap definition, including architecture vision, principles, standards and policies, target state blueprints, and roadmaps for the infrastructure domain
- Lead the analysis of the current infrastructure technology environment to detect critical deficiencies and recommend solutions for improvement
- Lead the analysis of technology industry and market trends to determine their potential impact on the enterprise as well as on the infrastructure architecture.
- Oversee relevant solution and technical design development, chair architecture governance forums, and conduct project technical reviews and health checks
- Implement best practices and industry patterns to enable manageable, scalable, and high-performance solutions
- Provide consulting support to delivery and operational teams to ensure changes are aligned to overall architectural vision, established architecture standards, policies, and procedures
- Collaborate with architects, infrastructure leads and engineers to communicate infrastructure development needs and develop solution architectures and technical designs.

- Maintain in-depth knowledge of the organisation's technologies and current and target architecture
- Support in the development of Architecture function, and in increasing the Architectural capability in the organisation.
- Understand, advocate, and support development of the technology strategy.

Team and Technical Leadership

- Set the technical direction for infrastructure architecture, communicating, and evangelizing the vision, standards, and practices across the department.
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Strategy and Planning

- Contribute to the development of strategy for the area, ensuring that plans are aligned to wider departmental strategy and overall, School goals.
- Contribute to the development of broader operational plans, manage operational plans in own area and enable successful implementation by prioritising and aligning planned activities.
- Contribute to the development of Key Performance Indicators to support the assessment of the quality and efficiency of service delivery.

Partnering and Service Delivery

- Partner with relevant area to understand their business goals and provide them with professional or technical advice, sharing expertise and information to support effective decision-making.
- Use specialist knowledge and information to diagnose and resolve technical issues within agreed parameters, escalating the most complex where appropriate.
- Manage the delivery of activities within a specialist area, in line with relevant policies and procedures, to ensure performance meets set targets/key performance indicators to support the School in the delivery of a first-class service.

Analysis and Reporting

- Process complex data and apply technical knowledge when conducting root cause analysis to identify solutions to complex issues/unique requests from students, colleagues, or stakeholders from across the School.
- Extract data from multiple sources, check its integrity and produce reports for use by management.
- Liaise across the team to prepare complex reports to inform review, planning and decision-making.
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Compliance

- Provide advice to colleagues and stakeholders on the interpretation of policies and procedures for an area of specialism, and support monitoring, to ensure compliance across the School.
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Supplier/Contractor Management

- Monitor the quality of work delivered by third-party suppliers and agencies against service level agreements to ensure it is to the required standard and provide feedback on performance to management.
- Act as necessary based on feedback and escalate issue resolution when required.

Collaboration

- Partner, and build strong relationships with relevant areas to ensure good understanding of their business goals and that advice/service delivered meets and exceeds their needs.
- Develop and enhance relationships with stakeholders across the School to facilitate improved communication, support implementation of change programmes, and to monitor the level of satisfaction with service delivery.
- Represent the team to colleagues, stakeholders, and cross-School groups, enabling cross-department working, spotting, and initiating opportunities to collaborate for best business solutions.

Financial Management

- May oversee the co-ordination of financial planning and reporting, providing guidance as required to support colleagues to fulfil financial management responsibilities.
- May carry responsibility for a specific budget, fulfilling financial management requirements and ensuring the effective use of financial resources within budget.

Process Improvement

- Research best practice in own area of expertise, and review and analyse detailed business models to support senior management in developing and improving policies, processes, and systems relevant to a specialist area.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and consider the impact of change on all processes, systems, and people to ensure appropriate steps are taken for successful implementation.
- Consult with and advise the business on change programmes and initiatives, influencing stakeholders so they become advocates for the change and support its successful implementation.

KPIs:

- Delivery of high-quality service in area of specialism.
- Development of solutions and improvements to complex issues within own area of specialism.
- Production of high-quality reports, with complex analysis to support management decision-making.
- Contribution to cross-School compliance with regulations and legislation.
- High-quality work delivered by third-party contractors and agencies.
- Projects delivered on time, on budget and to quality standards.
- Strong cross-team working relationships with key stakeholders.
- Positive feedback from students, colleagues, and stakeholders.

- Improvements in commercial performance for the team or department.
- Contribution to the development of policies, processes, and systems.

Knowledge/Qualifications/Skills/Experience required

- Minimum 10 years of IT experience with at least 7 years in infrastructure strategy and architecture design or related position
- Proven abilities to develop enterprise architectures with excellent analytical and conceptual skills; ability to create original concepts and theories for a variety of projects, and to think creatively and beyond normal constraints
- In-depth knowledge of workplace, middleware, infrastructure, network and security technologies
- In-depth knowledge of cloud-native concepts, methods, and related technologies
- Extensive experience of architecting cloud-native infrastructure solutions, ideally with Microsoft Azure – certification such as Azure Solution Architect or similar highly desirable.
- Experience in information security architecture, standards and practices, with relevant certification (e.g. CSSP) desirable
- Passion and ability to learn new technologies and their application
- Excellent interpersonal skills in areas such as teamwork, facilitation, and negotiation
- Excellent breadth of thinking, able to provide pragmatic solutions that consider all relevant constraints whether technical, financial, organisational, risk, or capability based
- Experience of modern Identity and Access management standards and technology (OAuth, OpenID Connect, SAML, Azure AD, AD, Auth0, Okta)
- Experience working with enterprise RDBM systems and associated technologies (e.g., SQL, Entity Framework).
- Understanding and knowledge of IT service management (ITSM) and Information Technology Infrastructure Library (ITIL)

- Effective coaching and leadership skills and an ability to oversee multiple projects and act as a design authority
- Strong communication and presentation experience and the ability to explain technical details and challenges to a wide variety of people
- Ability to look at solutions in creative and unconventional ways, recognize opportunities to innovate, and engage partners in a vision and strategy
- Solid understanding of the practical application of agile development methods and leading software development teams in an Agile/Lean/Continuous Delivery environment
- Experience of implementing and rapidly maturing CI/CD tools and DevOps practices (e.g., GitHub, Azure DevOps).
- Experience working directly with senior technology groups in an advisory role
- Experience working with director level technology roles to form technical strategies
- Working knowledge of TOGAF, certification is desirable

Resources including team management

Staff	
Budgets	
Date Updated	14/02/2023

