PEA Job Description

1. Position Identification

<table>
<thead>
<tr>
<th>Position Number</th>
<th>998900</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position Title</td>
<td>Senior Identity Architect</td>
</tr>
<tr>
<td>Department</td>
<td>UVic Online</td>
</tr>
<tr>
<td>Reports to</td>
<td>Manager, Development Services</td>
</tr>
<tr>
<td>Number of Direct/Indirect Reports</td>
<td>Direct 2-5 Indirect &gt;=0</td>
</tr>
<tr>
<td>Classification Level</td>
<td>SG16</td>
</tr>
<tr>
<td>Last Updated</td>
<td>March 2019</td>
</tr>
</tbody>
</table>

2. Position Summary

The UVic Online department within University Systems at the University of Victoria plays a pivotal role in implementing new enterprise-wide software systems, continuously improving existing systems, and providing University-wide data stewardship. We are a dynamic team which continues to implement exciting and powerful software systems -- systems which have enabled UVic to become one of the most technologically advanced and well integrated universities in North America.

Reporting to the Manager Development Services, the Senior Identity Architect is responsible for providing senior human resources and technical leadership and expertise within UVic Online to a team of identity management professionals; leadership for major projects; and expert-level technical leadership in the analysis, design, development, maintenance and support of enterprise identity management solutions for the University of Victoria. Identity Management systems include: directory systems, account provisioning engines, identity data warehouses, username/password management systems, and single sign-on platforms.

The Senior Identity Architect frequently interacts with client areas across the University, and University Systems staff and senior leadership, to coordinate the development and implementation of an institutional identity management strategy in support of the delivery of a unified digital experience. As well, this position recommends and implements institutional standards and best practices for authentication, authorization, provisioning and deprovisioning including the development of technical procedures, tools and templates. The Senior Identity Architect also: coordinates system upgrades and changes; supports information security projects and initiatives; and contributes towards the development of online support documentation for client areas and internal University Systems staff.

3. Key Responsibilities and Expectations

<table>
<thead>
<tr>
<th>Key Responsibilities</th>
<th>Expectations:</th>
</tr>
</thead>
</table>
| Lead Identity Management Architect and Subject Matter Expert 40% | • Develops, implements and monitors a multi-year plan for identity management solutions serving the University of Victoria community  
• Serves as the lead identity architect and authority for the implementation and use of identity management solutions across the entire university; provides oversight and approval |
for proposed solutions as relates to IT projects operating within the University’s project management framework.

- Serves as the lead technical resource for identity management integration for new information systems projects
- Recommends and implements standards and best practices for the effective and efficient use of identity management systems, solutions, and integrations; develops related technical procedures, tools, and templates
- Works directly with client areas and senior university stakeholders to understand business problems and identify opportunities for technology-based solutions to improve service delivery
- Consults with technical staff and provide expert level advice on support and maintenance of enterprise identity management systems, use of technologies, programming languages etc.
- Oversees the planning, designing and implementing of system enhancements and complex reports for new and existing enterprise identity management systems
- Ensures that technical and functional documentation is created and maintained for University systems staff, colleagues and clients
- Consults with both technical and non-technical staff to perform analysis of business requirements in order to provide recommendations and create technical specifications required to implement a solution with the greatest benefits with the lowest risk and cost
- Stays current on new and emerging technologies and skills related to the continued development of enterprise identity management systems, and provide recommendations to leadership on modifications to processes and technologies as opportunities are identified
- Collaborates with external entities (BCNET, Canarie, etc) to enable the delivery of shared/federated identity management solutions

**Team Leadership**

30%

- Participates in the recruitment, selection, orientation and training of staff
- Mentors, coaches, and trains staff through technical and organizational issues
- Considers existing skill-sets and professional development needs of technical staff when assigning or recommending resources for project work
- Participates in resource planning ensuring team members have an appropriate work load
- Leads performance planning process for team members
- Contributes to establishment of department and unit processes and ensures these are followed
- Fosters teamwork and a collaborative environment

**Technical Project Leadership**

20%

- Works with vendor resources to identify resource requirements and implementation approach for system implementations that integrate external solutions into the University’s technology environment
- Leads major projects - determine feasibility, scope, costs, overall design and implementation schedule and methodology, incorporating estimates and approach into formalized project charters and plans
- Facilitates information and requirements gathering sessions with project stakeholders
• Makes recommendations to senior administrators regarding major acquisitions
• Coordinates testing of new/existing information systems with clients to ensure solutions are tested sufficiently
• Works with external service providers when managing hosted service projects
• Works with campus stakeholders to manage privacy, security, records management, and compliance risks

| Operational Support 10% | Leads the identification, analysis and resolution of operational issues including:
| | o Communicates with clients to determine source of technical problems and associated details
| | o Assists clients in determining if technical problem is due to improper use of system, system failure or improper design
| | o Diagnoses and ensures correction of problems in consultation with vendors and other technical staff where appropriate
| | o Ensures relevant documentation is updated once resolution has been implemented

4. Classification Factors:
   Problem-Solving:

This position involves a high degree of specialized technical analysis and creative problem solving.

• Identifies solutions to support strategic goals and enterprise-wide priorities, often without benefit of precedent or existing guidelines.
• Develops, implements and monitors a multi-year plan for institutional identity management solutions serving the University of Victoria community, allowing for the integration of enterprise information systems and providing appropriate authentication and authorization controls operating across a diverse landscape of technologies, vendors, business processes, policies, and procedures.
• Designs complex multi-faceted enterprise information systems used by faculty, staff, students, alumni, and community members in support of the University’s learning, teaching, research, and administrative objectives. Systems may incorporate components operating on a variety of technology platforms, including existing custom applications and vendor-managed systems. Solutions must be designed to consider security, efficiency, reliability, usability, and supportability, while also considering both functional and technical constraints, and the impacts of integrating the solution into the University’s existing identity management ecosystem. Solutions also require balancing vendor capabilities and limitations against standards and best practices, while simultaneously evaluating impacts on time, cost, and effort constraints. Extensive investigation is required to conceive new methods, procedures and policies for the development and maintenance of enterprise software systems.
• Problem solving performed in this role requires significant and unique up-to-date technical knowledge across a large breadth of complex topics in information technology, information security and privacy, networking, software, web applications, and related standards and policy.
• Interprets and investigates alternative methods, regulatory requirements, and thinks innovatively to ensure technical solutions conform to regulatory, departmental and university practices and policies.
• Uses expertise and creative problem solving to resolve complex and unique technical problems identified by the Computer Help Desk, and supports units across University Systems, and the campus community as a whole. This position also serves as the subject matter expert on complex integrations involving a combination of University Systems managed applications as well as external 3rd party solutions, and is called upon to resolve
issues identified with existing information systems which are critical to the operation of the university where sufficient technical information is often not readily available. Probes for, and points to, subtle and unclear relationships in highly complex matters and evaluates the merit of potential solutions; anticipates the possible outcome of potential solutions. Systematically identifies and exercises judgment in resolving complex enterprise-wide issues while communicating both the nature of the issues and their resolutions to leadership.

**Responsibility for Financial & Material resources:**

Provides recommendations on the upgrade/implementation of software applications (ranging from several thousand dollars up to several hundred thousand). Final approval of these recommendations would typically require senior leadership involvement.

Project management responsibilities includes projects with budgets up to $100K.

**Responsibility for Human Resources:**

Provides formal supervision to a team of 2-5 Software Developers and Identity Management professionals (PEA). May supervise additional staff on a per-project basis.

**Impact of Decisions and Actions:**

- The applications and systems supported by Uvic Online are used by the entire University community in support of teaching, learning, research, and administration objectives. The actions of this position impact all academic faculties and departments, research projects, campus business operations and administrative computing at the university. Strategically significant technical decisions can also have ramifications beyond the University and impact community members.
- The security, reliability, availability, and usability of all 100,000+ user accounts and 400,000 user identities are managed by the infrastructure designed, implemented, and maintained by this position; the technical efficacy depends on how well this position has made technical design decisions and acted in the event of an incident; e.g. inability to login to all campus applications.
- This position develops, implements and monitors a multi-year institutional plan for identity management solutions, recommends standards and best practices in the design and development of identity management solutions across the University of Victoria, as well as related technical procedures, tools, and templates. Identity management solutions are foundational to the delivery of secure, reliable, scalable, and user-friendly information systems, and support the creation of department-wide efficiencies in the design and delivery of standard solutions.
- This position uses expert knowledge to identify, design, and develop technology based solutions to business problems, making recommendations on the use of new or existing technologies, which impact the long term direction of the systems supported by Uvic Online and the skill sets required within the department to maintain, enhance, and support the organization.
- The position also makes recommendations for modifications to business processes leveraging technologies and efficiencies that may be available when designing solutions, having an impact on the business processes of other administrative and/or academic units across the university.

**Independence:**

- Develops and recommends University-wide strategy, standards and best practices, procedures, tools, and templates for the appropriate use of identity management systems and solutions, and in so doing informs related University-wide policies and procedures by enabling the provision of standard services in support of the Information Security Policy (IM7800) and the Acceptable Use of Electronic Information Resources (IM7200).
• Provides information and analysis to inform decision making related to the acquisition of major technology solutions.
• Leads the design and implementation of identity management solutions for new information systems acquisition and implementation projects impacting how users gain access to online services.
• Senior technical expert in identity management solutions, serving as an expert resource to others within University Systems.
• Acts as the division-wide authority on identity management components of information systems projects, with the role providing project approval through the project management committee and associated processes.
• Works directly and independently with senior stakeholders from across the university campus to design and implement solutions that integrate identity solutions crossing disparate business areas (Continuing Studies, External Relations, etc.) and process to create a seamless user experience for the use of central campus IT services.
• No informed technical and program guidance is available. The work is largely self-managed and is reviewed based in terms of objective achievements. Generally, works within assigned areas of responsibility with minimal daily involvement from leadership.

5. Summary of Qualifications:

This position requires a Bachelor’s Degree in Computer Science or other relevant discipline plus at least six years of experience in the development, maintenance, and/or project management of complex and integrated identity management systems in a large enterprise environment.

Experience requirements:
• Five or more years experience in each of the following areas:
  o Software development utilizing formal software development methodologies
  o Working knowledge in the environment of identity management
• At least three years of experience in each of the following areas:
  o Leading software development teams and/or projects
  o Designing, implementing, and supporting complex, integrated information systems

An equivalent combination of education and experience may be considered.

Knowledge requirements:
• Digital identity protocols and frameworks (OpenID, OAuth, SAML, SCIM, etc.)
• Enterprise directory systems (based upon LDAP or Active Directory)
• Single Sign-On (SSO) frameworks (CAS, Shibboleth, OpenSSO, etc)
• Identity Governance or Identity Management Systems (Sailpoint IdentityIQ, Oracle Identity Manager, etc)
• Modern programming languages and frameworks
• Software testing procedures and frameworks
• Modern technical architectures and configuration
• Supporting and maintaining enterprise scale software
• Project management principles and formalized methodologies

Competency requirements:
• Ability to be an enthusiastic and resourceful team member, with excellent interpersonal and communication skills (written and oral) in order to interact effectively with colleagues, staff and vendors in a client-oriented environment.
• Ability to successfully contribute to complex projects: developing project work plans; monitoring and directing the activities of a project team
• Willingness and ability to acquire new computing and other related skills independently
• Ability to successfully lead, mentor and coach technical staff
• Ability to problem solve effectively
• Ability to write coherent technical and user documentation
• Ability to work in an effective and organized manner in a complex environment

Assets:
Familiarity with higher education business processes would be considered an asset.

<table>
<thead>
<tr>
<th>Employee’s Signature:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manager's/Supervisor's Signature</td>
<td>Date:</td>
</tr>
</tbody>
</table>