Principal Solutions Architect

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Principal Solutions Architect
College of the Holy Cross

Full Time
JREQ-000197

At Holy Cross, we are focused on creating a world-class workforce by attracting and retaining employees dedicated to fostering a culture of professionalism, pride, mutual trust, and respect-one that values appreciation and recognition, empowering each of us to flourish both individually and collectively. We seek candidates who are inspired by our mission and values, and who are eager to make a meaningful difference on our campus. Learn more about Life at Holy Cross here.

Job Description

Job Title: Principal Solutions Architect
Department: Information Technology Services (ITS)
Reports To: Associate Chief Information Officer for Strategy and Operations
FLSA Status: Exempt **Position Type:** Full-Time

Job Summary:

The Principal Solutions Architect is the principal technical leader responsible for the design, development, and implementation of robust, scalable, and secure technology solutions that support the College's mission. This role acts as the Principal Technical Advisor to the IT leadership team, bridging the gap between executive strategic goals and technical execution across infrastructure, security, and cloud domains. The ideal candidate is a hands-on technologist with a broad and deep understanding of enterprise systems, cloud architecture, and modern integration practices. They will translate strategic initiatives into actionable technical blueprints and will serve as the final escalation point for complex technical challenges. This individual will mentor technical staff and ensure that all new solutions are architected according to best practices for reliability, security, and sustainability.

Key Responsibilities:

- **Solution Architecture & Design (30%)**
  - Lead the design and architecture of enterprise-wide technology solutions, ensuring seamless integration between disparate systems.
  - Develop and maintain a comprehensive set of technical standards, reference architectures, and design patterns for the department.
  - Create detailed solution architecture documents, diagrams, and technical roadmaps.
  - Ensure that all solutions are designed with security, scalability, reliability, and data integrity as fundamental principles.
- **Technical Leadership & Mentorship (30%)**
  - Serve as the foremost technical expert and 'player-coach' for the IT department, mentoring staff on modern engineering practices and the effective use of AI-assisted coding and troubleshooting tools to accelerate delivery.
  - Key cross-functional senior technical resource for ITS campus operations.
  - Act as a key technical consultant to IT leadership, providing expert analysis and recommendations on complex technical decisions.
  - Lead cross-functional teams through complex, multi-system troubleshooting and root cause analysis efforts.
- **Technology Evaluation & Innovation (30%)**
  - Research, evaluate, and prototype emerging technologies to assess their potential value to the College.
  - Drive the technical vision for the adoption of cloud platforms (AWS), defining best practices for layout, networking, migration, deployment, and cost management.
  - Champion the adoption of DevOps, AI-driven operations (AIOps), and automation practices to predictively identify issues and improve the efficiency of IT operations.
- **Collaboration & Leadership (10%)**
  - Work closely with Project Managers, Application Leads, and business stakeholders to ensure technical designs meet functional requirements.
  - Collaborate with the Information Security team to integrate security into every stage of the solution development lifecycle.
  - Participate in the IT leadership and change management processes to ensure architectural alignment and standards adherence.

Required Qualifications:

- Bachelor's degree in Computer Science, Information Systems, or related experience.
- A minimum of 10 years of progressive experience in Information Technology, with at least 5 years in a senior engineering, systems architecture, or solutions architecture role.
- Proven experience designing complex, multi-tenant or multi-campus IT solutions that integrate legacy infrastructure with modern cloud platforms.

- Broad technical expertise spanning several of the following areas:
    - **Cloud Platforms:** Strong working knowledge of cloud ecosystems such as AWS and or Azure and or Google Workspace.
    - **Infrastructure:** Strong core knowledge in server virtualization, Windows/Linux administration, Microsoft domain services, enterprise storage, and networking principles.
    - **Endpoint Administration and Architecture:** Design, deploy and manage enterprise endpoint provisioning and security using Microsoft Intune/Microsoft Endpoint Manager and Zero-Touch deployment (Windows Autopilot/DEP), including automated enrollment, configuration profiles, app delivery, update rings, compliance and Conditional Access.
    - **Identity & Access Management:** Experience using and deploying SAML, OAuth, Active Directory, and federated identity solutions.
    - **Enterprise Applications:** Experience with the architecture of core education systems such as ERP, CRM, and/or LMS systems.
    - **Databases & Integration:** Experience and understanding of enterprise application integrations, APIs and data flows.
    - **Information Security:** Advanced expertise in cybersecurity frameworks and risk management. Possession of an advanced security certification (CISSP, CISM) is strongly preferred.
- Demonstrated ability to lead complex troubleshooting efforts across multiple technology stacks.
- Exceptional communication skills, with the ability to explain complex technical concepts to both technical and non-technical audiences.

Preferred Qualifications:

- Master's degree in a relevant field strongly preferred.
- Experience working in a higher education environment with multiple years leading technical solution deployment, troubleshooting and support.
- Relevant professional certifications across pillars.
- Strong scripting and automation skills (e.g., Python, PowerShell).
- Experience with AWS cloud infrastructure
- Experience with utilizing Managed Service Providers
- Experience with AI tools to enhance productivity

Salary : The salary range for the Principal Solutions Architect is $160,000-$170,000, commensurate with experience.

Weekly Hours:

40

Annual Work Schedule:
12 Months
Application Instructions

An updated resume and cover letter are required as a part of your internal application. In your cover letter, please reflect on how your professional and personal values align with the Mission of the College of the Holy Cross to form individuals of integrity and purpose who are committed to the flourishing of all.

Applications will be accepted until the position is filled. However, priority consideration will be given to applications submitted within 30 days of the posting date.

Additional Information
To review our generous benefits options, please review our detailed information here or check out our Benefits at a Glance.

The College also provides reasonable accommodations to qualified individuals with disabilities during the hiring process in compliance with law. Please contact Human Resources for questions or to request an accommodation via email at hr@holycross.edu, or by calling 508-793-3391.

The College is an Equal Employment Opportunity Employer and complies with all Federal and Massachusetts laws concerning Equal Opportunity in the workplace.

To apply, visithttps://holycross.wd12.myworkdayjobs.com/en-US/Careers/job/Worcester-MA/Principal-Solutions-Architect_JREQ-000197

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