

POSITION DESCRIPTION

Principle Digital Infrastructure Architect

Reports to:	Deputy Chief Information Officer
Division:	Information Technology Services (ITS)
Tenure:	Permanent
Location:	Hamilton
Date:	November 2025

Vision

Ko te tangata

A research-intensive university providing a globally connected, innovative and inclusive student experience in an environment characterised by a commitment to diversity, respect for Indigenous knowledge, and high levels of community engagement.

Values

Ko te mana o Te Whare Wānanga o Waikato ka herea ki tō tātou:

- Tū ngātahi me te Māori
- Mahi pono
- Whakanui i ngā huarahi hou
- Whakarewa i te hiringa i te mahara

The University of Waikato places a high value on:

- Partnership with Māori
- Acting with integrity
- Celebrating diversity
- Promoting creativity

1. GENERAL

Information Technology Services (ITS) is responsible for the coordination of information and communications technology (ICT) planning for the University, the delivery of robust, reliable core ICT infrastructure and enterprise systems, and the provision of professional ICT consultancy and customer focused support services.

The ICT vision is “To engage, enable, innovate and protect our ICT services, and empower the University of Waikato to leverage the value of ICT to achieve its strategic goals.”

2. POSITION PURPOSE

The Principle Digital Infrastructure Architect is responsible for the design, implementation, and ongoing management of robust, scalable, and secure digital infrastructure solutions that support the University's business functions. This role provides technical leadership in the design, planning and delivery of technology infrastructure projects, ensuring alignment with the University's enterprise architecture, security and compliance standards, and strategic objectives. The Infrastructure Architect ensures infrastructure platforms are reliable, efficient, secure, and future proof, supporting both current and emerging needs of the University.

The Principle Digital Infrastructure Architect role provides technical leadership across projects to ensure projects are delivered effectively and to the agreed architecture and security standards while contributing to the success of ITS in providing technical leadership and guidance across the University of Waikato. This role will shape and champion the Universities long-term Digital infrastructure vision that balances reliability, security, cost, and innovation in support of University strategy.

3. FUNCTIONAL RELATIONSHIPS

Internal: ITS delivery teams
Chief Information Officer and Deputy CIO
ITS Associate Directors, managers, and teams
Vice Chancellors office, Pro-Vice Chancellors (PVC) and Directors
University staff and students

External: External customers utilising University ICT services
ICT vendors and support partners

4. KEY RESPONSIBILITIES

Infrastructure Architecture

- Lead the design, documentation and solutions for infrastructure architecture, including cloud platforms, networks, servers, storage, audio visual (AV), CCTV, Security Access Control and security controls.
- Develop and maintain infrastructure standards, patterns, and roadmaps, and ensure documentation for all infrastructure systems and processes is up to date and accessible.
- Evaluate and recommend new infrastructure patterns, standards, technologies and solutions that improve security, simplification and efficiencies.
- Ensure infrastructure solutions are aligned with enterprise architecture and meet performance, security, and scalability requirements.
- Collaborate with project managers, business analysts, architecture and technical teams to deliver digital infrastructure components for University projects.
- Provide technical leadership and guidance on architecture design to infrastructure and operations teams.
- Engage with University leadership and stakeholders to guide decisions on infrastructure solutions to meet business requirements.
- Participate in Architecture Review Board meetings and appropriate communities of practices. Collaborate and work with external support providers where necessary to deliver the required outcomes for the University.
- Participate in CAUDIT communities of practices and build relationships with peers in other A/NZ Universities to encourage broader views and outcomes.
- Lead architecture direction for infrastructure domains, ensuring consistent design decisions across cloud, on-prem, network, AV and security platforms.

- Drive architecture quality through formal peer reviews, design assurance, and coaching of solution owners.

Team Contribution

- Actively participate in project activities and provide technical leadership for infrastructure projects.
- Mentor and support infrastructure engineers, architects and other team members across ITS through advice, guidance and problem-solving assistance to build understanding of good technical infrastructure practice.
- Work collaboratively to encourage transparency across activities, open sharing of knowledge, continuous improvement, and the building of positive relationships to support a high-performance culture.
- Model strong technical leadership behaviours, including clarity of direction, constructive challenge, and pragmatic decision-making under uncertainty.
- Support succession and depth in the infrastructure architecture function through mentoring, role modelling, and targeted development of senior technical staff.
- Contribute to ITS-wide improvement initiatives (process, tools, service management), not limited to infrastructure-specific work.
- Participate in the maintenance of a safe and healthy work environment for self and others, including students. Comply with and undertake responsibilities set out in the University's Health and Safety Policy.

Any other duties as required that are consistent with the position held, other than in exceptional circumstances such as rehabilitation after injury or sickness.

NOTE: Staff have an annual Objectives, Development and Reflection (ODR) meeting with their manager.

5. PERFORMANCE STANDARDS

The Infrastructure Architect will be performing satisfactorily when:

- Infrastructure designs are precise, cost-effective, and fully aligned with the University's enterprise architecture and technology standards.
- Is recognised across ITS as a senior technical leader who improves outcomes through clear direction, timely decisions, and practical guidance.
- Coaches others successfully, evidenced by improved quality of designs produced by engineers and solution owners across ITS.
- Strategic infrastructure decisions demonstrably reduce complexity, improve resilience, and strengthen security posture over time.
- Documentation is thorough, accurate, and maintained up to date.
- Infrastructure solutions deliver reliability, security, and scalability to meet current and future needs.
- The Infrastructure Architect is recognized by stakeholders as a trusted source of technical leadership and guidance.
- Consistently receives positive feedback from both business and technical stakeholders.
- Peer reviews confirm that proposed solutions achieve the required level of accuracy, cost efficiency, and compliance with enterprise architecture and technology standards.
- Architecture documentation reflects modern design principles and remains practical for

development and ongoing operations.

- Solutions are appropriately sized and scaled to meet business requirements without over- or under-provisioning.
- Architecture artifacts are produced and maintained to a high standard of quality and completeness.
- Demonstrates the ability to identify critical issues and apply strategic thinking across diverse project types, including complex assessments, strategic initiatives, and tactical system health improvements.
- Work is delivered within agreed timeframes and meets expectations for timeliness and quality.
- Provides proactive support and assistance to team members whenever appropriate.
- Maintains strong collaborative relationships, evidenced by positive feedback from business stakeholders, customers, and ITS colleagues.
- Adheres to safe and healthy work practices in compliance with University policies, procedures, relevant standards, and statutory obligations.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- Bachelor's degree or higher in Computer Science, Information Technology, or a related field, or equivalent relevant work experience.
- Industry certifications such as TOGAF, AWS, Azure Solutions Architect Expert, or relevant infrastructure certifications (e.g., Cisco CCNA/CCNP, VMware VCP, Microsoft Certified: Azure Administrator Associate)

SKILLS, KNOWLEDGE and EXPERIENCE

Essential

- Minimum of 10 years' experience in digital technology infrastructure implementation, and support.
- Strong analytical and problem-solving skills.
- Experience with Microsoft Azure infrastructure services (e.g., Azure Virtual Machines, Azure Networking, Azure Active Directory, Azure Storage, Azure Monitor, Azure Security Center, Azure Arc, Azure Site Recovery, Azure Automation, Azure Policy, Azure Firewall, Azure ExpressRoute, Azure Load Balancer, Azure Application Gateway).
- Expertise in cloud infrastructure (Azure, AWS), virtualization, networking, security, and AV technologies.
- Experience with hybrid cloud environments and integration of on-premises infrastructure systems with Azure or other public clouds.
- Experience with disaster recovery, business continuity, and high-availability solutions.
- Sound understanding of high level network architecture and concepts
- Excellent technical documentation skills.
- Experience with waterfall and agile delivery methodologies is preferred

Preferred

- Experience with infrastructure automation, monitoring, and management tools (e.g., Azure Automation, Azure Monitor, PowerShell, Terraform, ARM templates).
- Familiarity with DevOps practices and CI/CD pipelines for infrastructure as code.
- Experience with academic and learning environments.
- Experience or understanding and willingness to learn AV systems (e.g., video conferencing, lecture capture, digital signage, control systems) and their integration with IT infrastructure.
- Understanding or willingness to learn security access control systems and integration with IT infrastructure systems

PERSONAL QUALITIES

- Demonstrates calm, credible technical leadership in high-pressure situations, keeping teams focused on resolution and learning.
- Confidently influences without relying on authority, using evidence, relationships, and clear communication.
- Thinks and acts at enterprise scale, looking beyond local optimisation to whole-of-University outcomes.
- Comfortable navigating competing priorities, and able to offer balanced recommendations that respect constraints while protecting architectural integrity.
- Good communication skills, oral and written; ability to communicate with end users as well as technical staff.
- Client-focused and user-centered approach.
- Strong problem identification and solving skills.
- Ability to identify improvements, innovate, and implement change.
- Ability to work independently and with the minimum supervision and equally well in a team/project environment.
- Ability to work under pressure for specific periods and maintain performance and meet tight deadlines.
- Attention to detail and thoroughness.
- The capacity to show initiative and judgment.
- Discretion and respect for confidentiality.
- A commitment to a culture of openness, flexibility and co-operation to achieve excellence.
- Commitment to diversity principles and the University's partnership with Māori as intended by the Treaty of Waitangi.