

Solutions Architect

Job Family & Level:	Technology – Development (F)
Location:	Amsterdam or Cambridge
Reports to:	Chief Information & Technology Officer.
Contract:	1-year definite contract with the possibility of an indefinite contract thereafter in NL. Permanent Contract in UK.
Hours:	Full Time - 39 hours.
Working Arrangement:	Hybrid – Minimum, 1 day a week in the office.
Business Travel:	Regular business travel will be required in this role, mainly be within Europe, but some worldwide travel may be required.

Purpose and context:

This role is a member of the Core AAI unit in the Trust and Identity (T&I) group within the CITO.

The Core AAI unit operates under a matrix structure. This means that while team members report to the Chief Information and Technology Officer (CITO) for standard organisational and line management responsibilities, their project-based coordination and directives are overseen by the Core AAI Service Owner. This dual-reporting structure ensures a dynamic and collaborative work environment, aligning with our commitment to operational efficiency and cross-functional integration.

The Core AAI team in T&I is responsible for enabling advanced IAM/AAI services at the European and International level. The team currently delivers services to national and pan-European Research Infrastructures, to the European Open Science Cloud, to EuroHPC systems and to student mobility programmes (e.g. Erasmus), enabling millions of users to access critical research and educational services and resources.

The Solution Architect role will play a critical role in the success of the GEANT T&I Programme Solutions Architects will engage and collaborate with both potential and existing customers to design, develop, implement, and deliver AAI solutions. They will work closely with cross-functional teams to transform business requirements into technical solutions, ensuring that projects and initiatives are executed effectively, requirements are addressed, and project timelines are met. Additionally, they will manage regular customer calls, assist with agenda preparation, follow up on action items, and foster positive relationships between GÉANT and external partners.

Responsibilities:

- **Design and Develop Tailored IAM Solutions:** Work closely with customers to understand their Identity and Access Management (IAM) requirements, leveraging the Core AAI Platform to design and implement scalable, secure, and effective IAM solutions.
- **Seamless Integration and Configuration:** Ensure seamless integration of IAM solutions with customers' existing IT environments, configuring the Core AAI Platform to align with business objectives, security policies, and technical constraints.
- **Policy and Compliance Management:** Assist customers in developing, implementing, and maintaining IAM policies, procedures, and governance frameworks to support regulatory compliance, industry standards, and best practices.
- **Training and Ongoing Support:** Provide expert training and hands-on guidance to customer IT teams, empowering them to efficiently manage and maintain IAM solutions while resolving technical challenges and optimising performance.
- **Stakeholder Engagement and Cybersecurity Collaboration:** Engage with key stakeholders, contribute to cybersecurity strategies, deliver presentations at industry events, and develop user-centric documentation to enhance understanding and adoption of IAM best practices.
- **Additional Responsibilities:** Perform other duties as required to support project success and organisational objectives.

Experience, Knowledge and Skills

A successful candidate will have strong expertise in Identity and Access Management (IAM), with experience designing, implementing, and integrating IAM solutions using protocols such as OpenID Connect, SAML2, and OAuth. They should be capable of researching and applying the latest IAM technologies and best practices while ensuring security, compliance, and seamless functionality. Strong communication, stakeholder engagement, and training skills are essential, along with the ability to work in a fast-paced, distributed team environment.

Essential

- Proven experience in **designing and implementing IAM solutions**, including identity provisioning, single sign-on (SSO), and role-based access control (RBAC).
- Strong understanding of **IAM protocols, security standards, and compliance requirements**, with experience collaborating with cybersecurity teams.
- Ability to **integrate IAM solutions with existing systems** while ensuring minimal disruption to operations.

- Excellent **organisational and time management skills**, with the ability to manage multiple projects and meet deadlines.
- Strong **written and verbal communication skills**, capable of explaining technical concepts to both technical and non-technical audiences.
- Experience developing **user training materials and support resources**, such as workshops, screencasts, blog posts, and case studies.
- Ability to **train and support customer IT teams** in managing and maintaining IAM solutions.

Desirable

- Familiarity with the **AARC Blueprint Architecture** and its implementation guidelines.
- Knowledge of **Python and Java**, as well as **infrastructure and configuration management tools** like Ansible and Terraform.
- Experience with **software development processes**, including source control and issue tracking systems.
- Understanding of **requirement gathering and feedback techniques**.
- Knowledge of the **GÉANT community and international Research and Education initiatives**, such as the **European Open Science Cloud, EuroHPC, and Erasmus+**.

Working Arrangements

We have adopted a flexible-hybrid model whereby employees work flexibly between a remote and office environment. Weekly visits to the office are required for most employees to support our values and collaborative culture and enable our teams to deliver great work. These arrangements will be role dependent and must be agreed with your line manager. This requirement may change, and you may be required to attend the office on more days per week from time to time or on an on-going basis if the needs of the business change.

Core Competencies

The core competencies set out below apply to all employees with GEANT.

Problem Solving and Decision Making

The ability to work with information of different kinds and draw on different types of thinking processes in order to carry out tasks and activities, respond appropriately to issues, develop solutions to problems and make appropriate decisions.

Customer Focus

The desire to meet the needs of internal and external customers; focusing efforts on discovering and satisfying their needs.

Self Motivation and Commitment to Results

The willingness to take responsibility for your own area of work (within a team) and the drive and tenacity to overcome difficulties and see things through to successful completion, on time.

Innovation and Improvement

Noticing and seeking out where there are problems or opportunities; proposing creative new ideas and showing the initiative to take action when appropriate.

Teamwork

Working cooperatively and effectively with others as part of an immediate team and across the organisation and wider community, to achieve shared goals.

Communication and Influence

The ability to convey information effectively, getting people to go along with you, but also to understand things from others' perspectives and resolve conflicting viewpoints.

Flexibility

Maintaining effectiveness in different situations; the willingness and ability to learn, adapt and change in the light of changing circumstances.

Planning and Organising

Identifying what needs to be done to achieve objectives and establishing plans and organising resources

to ensure effective outcomes (where appropriate in accordance with GÉANT project/product management frameworks).