



DoIT
Division of Information Technology
UNIVERSITY OF WISCONSIN-MADISON

JOB SUMMARY:

The Identity and Access Management (IAM) team within the Application Infrastructure Services (AIS) department develops, acquires, and maintains identity and access systems, products, and tools for UW-Madison and the University of Wisconsin System. This includes designing, planning, developing, operating, and constantly improving our use and implementation of technology. We value strong problem-solving skills, a desire to contribute individually and as part of a team, and an eagerness to learn.

Our team is responsible for the technology used for identity management, provisioning access to IT and non-IT services, population management and service eligibility, and the experiences our users have logging into machines and services. We have several exciting initiatives in the works, so our team is growing.

The Opportunities:

The IAM Team seeks to fill two Technical Leadership roles focused on the following areas:

- Provisioning and Eligibility: This position provides technical leadership and product ownership in provisioning access to services, grouping populations to support appropriate service eligibility, and consulting with partners and IT colleagues to advise on best practices.
- Experiences: This position provides technical leadership and product ownership focus on helping to integrate our existing systems with our new Salesforce identity hub org. The goal of this work is to deliver a personalized profile to improve the experiences of students, faculty, and staff at UW-Madison by giving them more control over their data and experience.

Duties for both IAM Technical Leads include:

- Technical leadership
- Product ownership/management
- Operational improvements
- Strategic planning

Who are we looking for?

The ideal candidate will have strong technical skills, but also be able to operate in a technical leadership and architectural capacity. Training for this role includes formal coursework, self-study, hands-on projects, and ultimately learning alongside the team. Our teams use a modern agile framework to manage work and priorities and have an emphasis on life/work balance.

Excellent candidates will have a drive to continually learn, enhance their technical skills, and work in a team environment within an exciting department that values problem-solving, communication, innovation, continuous improvement, and collaboration.

RESPONSIBILITIES:

Designs, implements, and maintains innovative and strategically significant infrastructure and/or technical integrations across multiple systems, including in-house systems, acquired commercial, and external such as

Cloud hosted. Anticipates issues, devises resolution methodology, and provides long term and non-routine assistance to ensure subsystems and infrastructure function together and business needs are met. Serves as a subject matter expert, internal and external point of contact, and provides guidance to leadership on technology strategies and critical technology issues.

- 25% Integrates, designs, reviews, troubleshoots, monitors, and resolves highly complex, strategically significant, and innovative enterprise-wide supported services, systems, networks, and application problems according to established processes and procedures
- 15% Serves as the main expert point of contact with external stakeholders, leadership, vendors, peer institutions, and IT partners regarding high-level system integrations. Identifies needs, provides solution options and strategic direction, and communicates issue updates and resolutions
- 20% Researches, consults, prototypes, and develops new and advanced standards-based technology initiatives and problem resolution across multiple systems
- 15% Designs large components and/or coordinates the running, maintaining, and operating of technical systems and infrastructure
- 15% Plans and directs staff implementation of complex enterprise technical projects
- 10% Helps determine roadmap and goals for services and technologies within a given team

INSTITUTIONAL STATEMENT ON DIVERSITY:

Diversity is a source of strength, creativity, and innovation for UW-Madison. We value the contributions of each person and respect the profound ways their identity, culture, background, experience, status, abilities, and opinion enrich the university community. We commit ourselves to the pursuit of excellence in teaching, research, outreach, and diversity as inextricably linked goals.

The University of Wisconsin-Madison fulfills its public mission by creating a welcoming and inclusive community for people from every background - people who as students, faculty, and staff serve Wisconsin and the world.

For more information on diversity and inclusion on campus, please visit: [Diversity and Inclusion](#)

EDUCATION:

Preferred
Bachelor's Degree

QUALIFICATIONS:

Required:

-Advanced level experience with any of the following: Managing technical systems including experience hosting, maintaining, and supporting production IT services; OR familiarity with role and attribute based access control (RBAC/ABAC) or provisioning technologies; OR Salesforce (Salesforce Experience Cloud).

-Advanced level experience with at least one contemporary programming language (Java, Python, Ruby, .NET, etc) or scripting skills (e.g. Powershell, Python, Bash, Ruby, Perl).

-Experience working with the design and implementation of integrated commercial or open-source solutions. This could include but is not limited to cloud IAM solutions (IDaaS) (e.g.- SailPoint, Centrify, CyberArk, Okta, Thycotic, Azure AD, AWS, etc.)

-Ability to work independently or with teams, coaching/mentoring engineers, in all cases taking into account feedback and ideas from a variety of sources including other technical leads, customers, and peers. This

should include the ability to effectively communicate technical concepts to technical and non-technical members of the organization.

-Demonstrated ability and interest in learning new technology and tools quickly, and experience taking initiative and ownership, managing multiple priorities and deadlines, and managing partner and stakeholder expectations.

Preferred:

-Knowledge of technologies and policies used in IAM (e.g. group management, account management, CIAM, SSO, etc.) outside of Active Directory.

-Experience with iterative team practices (e.g. Agile, Lean, DevOps).

-Experience working with partners to gather business requirements, articulate service capabilities to partners, presentation/facilitation skills, and represent a technical service.

-Quick learner, advanced technical problem-solving, troubleshooting skills, and analysis skills, with a proven background in IAM technology design, implementation, and delivery.

-Experience working in a Higher Education setting.

COVID-19 CONSIDERATIONS:

UW-Madison continues to follow necessary health and safety protocols to protect our campus from COVID-19. All employees remain subject to the COVID-19 Workplace Safety

Policy: <https://policy.wisc.edu/library/UW-5086>. Please visit <https://covidresponse.wisc.edu> for the most up-to-date information.

WORK TYPE:

Full Time: 100%

This position is eligible for any of the following: 100% remote work; partial remote work; or fully on-site. Remote work requires an approved remote work agreement (RWA) agreement. An RWA requires successful candidates to possess their own high-speed internet and phone to perform the work on a university provided computer.

APPOINTMENT TYPE, DURATION:

Ongoing/Renewable

SALARY:

Minimum \$97,600 ANNUAL (12 months)

Depending on Qualifications

Employees in this position can expect to receive benefits such as generous vacation, holidays, and paid time off; competitive insurances and savings accounts; retirement benefits.

ADDITIONAL INFORMATION:

Please note that successful applicants must be authorized to work in the United States without need of employer sponsorship, on or before the effective date of appointment.

HOW TO APPLY:

Please apply at <https://jobs.hr.wisc.edu/en-us/job/514316/iam-technical-lead>