

Role Profile

Role Title:	Infrastructure Analyst
Department:	Corporate Resources – Technology & Transformation
Role Purpose:	Working as part of the IT Infrastructure team, ensure that all ICT services are kept in good working order, protected from corruption and data loss, and perform well for the end user.
Reporting to:	Infrastructure Manager
Responsible for:	N/A
Disclosure level:	N/A
Role Level:	<u>Frontline Worker</u>

Key Role Responsibilities	<p>Responsible for providing operational support for IT Infrastructure services, ensuring high levels of service availability are achieved.</p> <p>Responsible for monitoring and resolving incidents assigned to the team by the IT Service Desk, ensuring they are dealt with within the agreed SLAs.</p> <p>Be the primary point of contact for escalations of incidents from the IT Service Desk.</p> <p>Provide out of hours/on call support cover as needed.</p> <p>Ensure that all IT services are backed up and recoverable in the event of data loss, system failure or disaster.</p> <p>Maintain the security of IT services, including system patching, maintenance of security measures such as firewall, email/web filters and antivirus.</p> <p>Administration of storage area network, storage allocation/provisioning, monitoring of storage performance and capacity.</p> <p>Provisioning of new services as required.</p> <p>Identify and handover tasks that can be performed by 1st or 2nd line support.</p> <p>Adhere to IT Infrastructure change management process and ensure that IT policies and procedures are effectively applied.</p> <p>Liaise with 3rd party support providers where necessary.</p>
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	<p>Produce monthly projections of capacity for VMware, storage and WAN services. Identify trends and make recommendations based on this data.</p> <p>Utilise system management/monitoring software to ensure that critical services are monitored and alarms/events are responded to.</p>
<p>Education, Qualifications and Training</p>	<p>Professional qualification in one or more of the following areas – Microsoft Server technologies (Windows Server, SQL, Exchange, Active Directory), VMware vSphere, Citrix XenApp.</p> <p>Good understanding of IP networks including VLANs, subnetting and routing.</p>
<p>Knowledge and Experience</p>	<p>In-depth understanding of network, storage and server technology including Windows Server 2008/2012/2016, IIS, SQL Server 2008/2012/2014/2016, Office365, Citrix XenApp, Avaya Aura 6 Telephone System, Veeam, vSphere.</p> <p>Excellent troubleshooting skills</p> <p>Excellent customer service and communication skills.</p> <p>Experience supporting enterprise class infrastructure technologies.</p> <p>Sound knowledge of hardware, software, network, communication and telephony technologies.</p> <p>An understanding of the social housing, care and support sectors and the software applications in these sectors.</p> <p>Excellent technical skills with servers, storage, data and voice networks and client devices.</p> <p>Excellent troubleshooting and diagnostics skills.</p> <p>Good communication skills including: written, oral and presentation skills.</p> <p>Able to articulate technical information in a way that can be understood by non-technical people.</p>
<p>Role Specific Skills & Behaviours</p>	<p>Able to work co-operatively and productively with customers, other teams, functions and suppliers earning their respect and confidence</p> <p>Understanding of and commitment to the principles of equality and diversity.</p> <p>Commitment to ensuring that IT services perform well and maximising availability.</p> <p>Passionate about technology.</p>