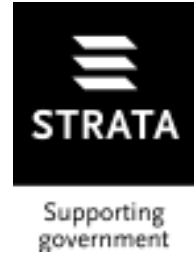


# Job opportunities

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## Position details

<b>Position:</b>	<b>Principal Infrastructure Analyst</b>
<b>Hours:</b>	<b>37 hours per week</b>
<b>Salary:</b>	<b>£41,591 - £44,624pa with overtime and on-call payments</b>
<b>Location:</b>	<b>All Strata sites &amp; homeworking</b>
<b>Vacancy type:</b>	<b>Permanent</b>
<b>Closing date:</b>	<b>24<sup>th</sup> July 2022</b>

## Job pack and application

Please visit the [Strata website](#) for a job pack and application form

Please visit the Strata Intranet

If you experience any difficulties applying for these roles please contact the HR team.

Strata Human Resources  
East Devon District Council  
Blackdown House  
Border Road  
Heathpark Industrial Estate  
Honiton  
EX14 1EJ

Phone: 01395 516551

Email: [jobs@eastdevon.gov.uk](mailto:jobs@eastdevon.gov.uk)

## **Principal Infrastructure Analyst**

**Exeter/Newton Abbot/Honiton/Homeworking**

**£41,591 - £44,624 per annum, with overtime and on-call payments**

**37 hours per week**

**Full Time & Permanent**

We are seeking an individual who is enthused with IT technologies and the delivery of these to both meet the Digital transformational needs of our three clients and keeping the lights on. We have a great breadth of technologies and scope to specialise in disciplines whilst keeping an active role in the development and support of these more generally.

### **About Strata**

Strata is an exciting IT company with over 70 employees based throughout its offices in Exeter, Newton Abbot and Honiton. Strata has invested heavily in hardware and software delivery platforms and is now proud to offer its local government customers some of the latest technology around virtualisation, application delivery and mobile working.

We are now at a stage where Cloud and 'Digital' is increasingly the focus however we also need to continue to support and develop the existing Strata data centres and underlying infrastructure for our clients and this role is key to enabling us to achieve those objectives.

In return for your hard work, we offer a range of excellent benefits including 28 days holiday plus bank holidays, flexible working hours, cycle scheme and entry into the local government pension scheme. Strata also has a generous training budget, for both technical skills and developing individuals to give them further opportunities.

### **About the role**

The role will require a talented technologist who can also manage/support the operational activities of a busy IT area whilst supporting the strategic projects dependent on responsive delivery and problem solving. The infrastructure encompasses Network, Telephony, Server and Storage aspects and has a large VDI environment. With the Cloud and digital challenges, it would be advantageous for you to have experience of Cloud services in particular Microsoft 365/Azure or AWS. We have a WAN with circa 90 sites interconnected to our two data centres and over 300 servers. Reporting directly to the Head of Infrastructure, you will join a team of 8 infrastructure specialists with a plan to bolster this with a further individual.

There will be an element of out of hours support required and out of hours working when significant upgrades are performed but nothing one would not expect for a role such as this.

For a job description please visit <http://strata.solutions/>, or alternatively, if you do not have internet access call 01395 517553.

### **About you**

Ideally, we are looking for an experienced infrastructure specialist, in particular with VMWare VSI and VDI, naturally in depth in the Microsoft stack and a good understanding of how this is brought together to provide end users with the expected IT services. This role alongside a second Principal Officer and the Head of Infrastructure provides the core management of the Infrastructure team, and will, at times, require you to stand in for either of your colleagues.

This will suit you if are looking for a role which will not only test and challenge you from a technology perspective but will provide satisfaction knowing your work will help to serve the citizens in the local community.

A driving licence and your own transport is essential (although reasonable adjustments may be possible) as you will be required to travel regularly to all Strata sites and need to be able to reach these within a reasonable timeframe in the case of an emergency.

### **Apply**

To apply, please send your CV to [jobs@eastdevon.gov.uk](mailto:jobs@eastdevon.gov.uk)

For an informal discussion about the position please contact Robin Barlow, Head of Infrastructure on 01626 215240 or email [robin.barlow@strata.solutions](mailto:robin.barlow@strata.solutions)

**Closing date:** 24<sup>th</sup> July 2022

**Interviews:** w/c 1<sup>st</sup> August 2022

## **JOB DESCRIPTION and PERSON SPECIFICATION**

This document is intended to cover the range of principal duties and areas of work relating to the post. It is the intention to ensure that you are aware of the actual and the potential range, level of duties, responsibilities and areas of operation which may be required. In addition, you may be required to perform other relevant activities commensurate with the grading of this post.

<b>Post title:</b>	Principal Infrastructure Analyst
<b>Grade:</b>	Grade 8
<b>Responsible to:</b>	Head of Infrastructure
<b>Responsible for:</b>	No direct reports; assists and deputises for the manager with infrastructure work co-ordination; manages external infrastructure contractors;

### **Strata purpose:**

Provide Strata's customers with strategic IT leadership and professional, resilient and cost effective IT services to help them meet their corporate objectives.

### **Job purpose:**

Using in-depth knowledge of the latest developments in IT, work as part of the design authority team for the overall infrastructure to develop and recommend cost effective coherent designs, based on agreed strategy, for the end-to-end IT infrastructure that will help deliver Strata's business objectives.

Monitor and report on the performance of the overall IT infrastructure, ensuring that it is fit for purpose at all times. Recommend infrastructure changes including training and skills needs and develop plans for continual service improvement as deemed appropriate by the Head of Infrastructure

The scope of this role includes the overall responsibility for the two main datacenter operations including all servers and storage, VDI delivery and the main data and voice networks operated by Strata.

### **Core accountabilities:**

1. Support the Head of Infrastructure in creating the end-to-end IT infrastructure architecture to deliver against the ICT Strategy. Creating best practice processes and standards of operation and delivering against defined Strata business objectives.
2. Be part of the design authority team for the live production ICT environment and design, gain approval for, and oversee the implementation and management of ICT infrastructure projects that meet with the needs of Strata and its customers in all respects and complies effectively with Public Services Network (PSN) requirements.

3. Deputise as required for the Head of Infrastructure in the event they are unavailable, to include all areas excluding the management of staff and budget responsibility.
4. Consult with all Strata stakeholders, especially the Security and Compliance team, on all IT infrastructure development and develop, maintain and communicate an agreed roadmap for future IT infrastructure.
5. Manage agreed projects in line with the agreed Strata project framework for the implementation of IT infrastructure and assist the Head of Infrastructure in the assignment, co-ordination and monitoring of IT Infrastructure work with team members.
6. Manage and coordinate responses and resolutions in the event of a major incident, including producing RFO reports.
7. Support customers and systems outside of normal business hours by being a member of the Out of Hours rota.
8. Specify, procure and implement agreed contracts, equipment, products and services required to deliver a cost effective, resilient and secure IT infrastructure.
9. Monitor and regularly report as agreed on the performance, capacity and health of the IT infrastructure, ensuring action plans are developed to maintain or improve service and especially to remove the cause of IT infrastructure failures.
10. Support the Security and Compliance Team with the CAB process for managing changes to the live production ICT environment.
11. Be part of or lead multi-disciplinary teams needed to identify and make improvements to Strata's service delivery and performance.
12. Work in close co-operation with all teams within Strata to ensure delivery of customers' holistic IT requirements.
13. Ensure the infrastructure is documented and that documentation is kept up to date to a standard sufficient that any technically competent staff member could gain a reasonable level of understanding of how the environment is put together.
14. Maintain an in-depth and up to date knowledge and understanding of the wide range of infrastructure technologies, products, legislation and best practice available and provide sound advice and recommendation on change to Strata leaders

15. Be an acknowledged technical leader and assist the Head of Infrastructure in developing and maintaining the required level of skills and knowledge amongst team members.
16. Assist the Head of Infrastructure with ensuring the service operates within agreed financial criteria and achieves best value in procurement and tender exercises.
17. Support Strata's and its customers' approach to equalities and diversity ensuring that services and policies identify, address and promote the needs of the diverse communities. This includes the need for safety of children and other vulnerable people.
18. Take personal responsibility for the relevant aspects of Strata's Health and Safety Policy, and adhere to any site specific H&S Policy.
19. Evaluate and assist in managing risk across the delivery spectrum of Strata.

## PERSON SPECIFICATION – Principal Infrastructure Analyst

Category	Requirements	Essential/ Desirable (E/D)	Method of Assessment
<b>Education/training</b>	<ul style="list-style-type: none"> <li>▪ Good level of general education</li> <li>▪ Technical degree</li> <li>▪ ITIL</li> <li>▪ Prince 2</li> <li>▪ ILM</li> </ul>	<p style="text-align: center;">E D D D D</p>	Application form supported by evidence of certificates
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>▪ Good understanding of how modern technologies can be integrated to deliver a world-class IT infrastructure</li> <li>▪ Good working knowledge of technical PSN requirements</li> <li>▪ Detailed knowledge of WAN and LAN topology; server, storage and application virtualization; software control and deployment; voice and mobile technologies and their management tools, processes and costs.</li> <li>▪ Modern IT architecture design based on ITIL principles</li> <li>▪ Good knowledge of local government business and processes.</li> <li>▪ Detailed technical knowledge and their cost effectiveness in several of the areas identified: Networking, VPN, firewall config DNS, DHCP, SANs, Microsoft AD config and support VMWare VSI, VMWare VDI, Veeam, Exchange, Skype for Business, SCCM, SQL server Management tools Microsoft Office 365</li> </ul>	<p style="text-align: center;">E  E  E  E  D  E</p>	Application form followed up by interview
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>▪ Excellent trouble shooting and problem solving skills under pressure.</li> <li>▪ Can develop and plan complex integrated programmes of work.</li> <li>▪ Sound project management ability for complex ICT projects.</li> </ul>	<p style="text-align: center;">E  E  E</p>	Application form followed up by interview

	<ul style="list-style-type: none"> <li>▪ Able to build productive and collaborative relationships with key customers and colleagues</li> <li>▪ Able to analyse problems to root cause and develop improvement strategies and actions.</li> <li>▪ Excellent communicator able to convey complex technical concepts in layman's language</li> <li>▪ Able to develop sound business cases taking all relevant factors into account</li> </ul>	E  E  E  E	
<b>Successful experience in</b>	<ul style="list-style-type: none"> <li>▪ Planning, building and managing a modern cost effective IT infrastructure</li> <li>▪ Liaising with a wide variety of stakeholders to ensure IT architecture meets needs of business at all times.</li> <li>▪ Developing business cases for technology implementations</li> <li>▪ Managing and being part of complex IT projects</li> <li>▪ Selecting suitable suppliers and products and managing contracts.</li> <li>▪ Managing and coordinating response and resolution in a major incident</li> </ul>	E  E  E  E  E  D	Application form followed up by interview
<b>Special requirements</b>	<ul style="list-style-type: none"> <li>▪ A valid driving licence and own car with business insurance are essential (reasonable adjustments may be possible according to the Equality Act).</li> <li>▪ Right to work in the UK</li> <li>▪ Check of qualifications essential to the Job</li> <li>▪ References</li> <li>▪ Basic Disclosure Certificate</li> </ul>	E  E  E  E	Application form/driving licence check  Identity check Original certificates  Reference enquiries Criminal Record Check

Strata is committed to providing access, aids, adaptations and alternatives wherever possible and reasonable adjustments to enable disabled people to fulfill the criteria for, and undertake the duties of its jobs.

## RISK ASSESSMENT PROFILE

**[RAP forms part of the Job Description please ensure a copy is always attached]**

**Status** (please tick)

Permanent	x	Temporary From                      to	
Full time	x		
Part time / Job share No of hours per week		Casual	
		Voluntary	

This role has been assessed for risk and the following table highlights the demands of the role and the level of risk that may be prevalent in the job when carrying out normal day to day activities. The following key has been used to provide a guide.

<b>Level 1</b>	<b>Seldom or never</b>	<b>Level 4</b>	<b>Regular (2-3 times per week)</b>
<b>Level 2</b>	<b>Occasionally (once a month)</b>	<b>Level 5</b>	<b>Daily</b>
<b>Level 3</b>	<b>Fairly regularly (1 per week)</b>		

Potential risks and hazards	Level of Frequency
Computer user	5
Car driving	4
HGV, LGV driving	1
Prolonged sitting, standing	5
Exertion (other than lifting)	1
Lifting	2
Manual handling – repetitive movements, bending twisting	1
Working with the public	1
Face to face contact with abusive customers	2
Lone working	2
Night working = 3 hrs or more between 11pm & 6am	2
Shift working	3
Use of chemical and or skin irritants	1
• Head phone use/ auditory performance / noise	2
❖ Hand arm vibration / noise	1
❖ Use of machinery / noise / vibration	1
Outside working / inclement weather	1
Exposure to the sun through outside working	1
Working at heights (above 2 metres)	1
Working in confined spaces	1
Risk of exposure to bodily fluids	1
Risk of contact with infectious diseases	1
Risk of exposure to asbestos	1
Other - please specify	

- Any post identified in levels 2-5 will require a hearing test if decibel levels are above 80 [If unsure please check with Health & Safety Officer]
- ❖ Any post identified in levels 2-5 will require a hand arm vibration screening test

**The document was reviewed & completed by Mark Davies and Robin Barlow on 1<sup>st</sup> July 2022.**