

## **JOB DESCRIPTION and PERSON SPECIFICATION**

**Post title:** Infrastructure Analyst

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.

**Grade & Salary:** Grade 6

**Responsible to:** Head of Infrastructure

**Responsible for:** No direct reports; assists manager with infrastructure work co-ordination; manages external 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:**

The primary purpose of this post is to provide a comprehensive, effective, professional, high quality and customer-focused ICT infrastructure service. This role has provides support to key elements of the infrastructure such as servers, storage, VDI delivery, data and voice networks and communications, and mobile and desktop computing.

Using in-depth knowledge of the latest developments in IT, be the technical expert on key elements of the infrastructure, develop and recommend cost effective coherent designs for these elements that will help deliver Strata's business objectives.

Monitor and support the overall IT infrastructure ensuring that it is fit for purpose at all times recommending changes and developing plans as appropriate and responding to incidents to maintain service.

The post holder will contribute to the general development and review of the team and Strata, and support the Manager in any other work related to the purpose of the service including development of annual service objectives and other plans.

## **Core accountabilities:**

1. Devise and undertake complex ICT activities relating to the Strata IT infrastructure in a professional manner to meet business requirements for functionality, performance, availability and reliability;
2. Manage, configure and tune Strata's IT infrastructure to meet and maintain performance requirements by optimising performance, procedures and activities to improve computer systems services and security;
3. Specify, procure, manage and implement agreed contracts, equipment, products and services required according to Strata policies to deliver a cost effective, resilient, secure IT infrastructure.
4. Manage and deliver projects to time, quality and budget by ensuring they are planned, have appropriate governance in place, have finances agreed, and are resourced;
5. Monitor and regularly report as agreed on the performance, capacity and health of the IT infrastructure, ensuring actions plans are developed to maintain or improve service and especially to remove the cause of IT infrastructure failures.
6. Manage 3<sup>rd</sup> level support calls passed to the team within the agreed service level targets;
7. Support customers and systems outside of normal business hours by being a member of a standby and on-call rota.
8. Set up accurate and trusted monitoring and reporting of your IT infrastructure and ensure you and others react properly to alerts and warnings to proactively manage the assets and minimise any downtime;
9. Support the Security and Compliance Team with the CAB process for managing changes to the live production ICT environment ensuring that all changes are well managed and downtime is minimized.
10. Be part of or lead multi-disciplinary teams needed to identify and make improvements to Strata's service delivery and performance. Proactively identify process and efficiency improvements that will improve the resilience and availability of IT services to all our customers whilst continually reducing the costs to the Council;
11. Work in close co-operation with all teams within Strata to ensure delivery of customers' holistic IT requirements.
12. Ensure that there is a current comprehensive set of operating processes to manage the IT infrastructure elements for which you are responsible

13. Maintain an 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
14. Be an acknowledged technical leader in your specialist areas of responsibility, developing and maintaining technical skills, knowledge and competence to the desired level
15. Impart technical information clearly and succinctly to a non-technical audience and to other technical resources;
16. Assist Manager in developing and maintaining the skills and knowledge of team members by supervising, coaching and training more junior colleagues.
17. Supervise external contractors where appropriate, ensuring that they understand their role, tasks, timescales and the quality of work required;
18. Assist Manager with ensuring the service operates within agreed financial criteria and achieves best value in procurement and tender exercises.
19. 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.
20. Take personal responsibility for the relevant aspects of Strata's Health and Safety Policy, and adhere to any site specific H&S Policy.
21. Evaluate and assist in managing risk across the delivery spectrum of Strata.

## PERSON SPECIFICATION

Category	Requirements	Essential /Desirable (E/D)	Method of Assessment
<b>Education/training</b>	<ul style="list-style-type: none"> <li>▪ Good general school background</li> <li>▪ Technical degree</li> <li>▪ ITIL</li> <li>▪ Certified in a professional supplier area, e.g. Microsoft, Networking, Storage, Virtualization etc</li> </ul>	<p style="text-align: center;">E D D D</p>	<p style="text-align: center;">Application</p>
<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>▪ 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 the workings of several of the areas identified: Networking, VPN, firewall config SAN technologies Microsoft AD, DNS, DHCP config and support VMWare vSphere, Horizon, AppVols &amp; DEM Veeam Exchange 2013 upwards Skype for Business SCCM 2012 upwards SQL server Management and monitoring systems</li> </ul>	<p style="text-align: center;">E  E  E D  E</p>	<p style="text-align: center;">Interview  Application/Interview  Application/Interview Application  Application/Interview</p>

<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> <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> </ul>	E  E  E  E  E	Interview  Interview  Application/Interview  Interview  Interview  Interview
<b>Successful experience in</b>	<ul style="list-style-type: none"> <li>▪ Building, supporting 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> </ul>	E  E  E  E  E	
<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> </ul>	E	

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	2
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)	2
Working in confined spaces	2
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 Chris Powell on 9/2/16**

**The document was reviewed by Adrian Smith January 2021**  
**The document was reviewed by Ali Bright January 2023**