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JOB DESCRIPTION

POST TITLE:	Infrastructure Support Analyst (2 year fixed term)
REPORTS TO:	Infrastructure Manager
RESPONSIBLE FOR:	No direct reports; assists manager with infrastructure work co-ordination; manages external contractors
GRADE & SALARY	Grade 5

OVERALL PURPOSE OF ROLE:

Post holder purpose is to deliver a professional, technical and customer focused ICT support service for all Strata's customers. Responsible for Incident and Problem Management that cannot be resolved by the Service Desk Team. The Analyst will work alongside Business Systems and Infrastructure Teams as well as third party hardware and software suppliers in fault resolution. Following successful resolution of the problem, the Analyst will be responsible for fully documenting the fix in Strata's knowledge base, and where appropriate implement a permanent solution to ensure the problem does not reoccur. Analysts will provide application packaging and deployment responsibilities for incident management and upgrades.

CORE RESPONSIBILITIES

1. Manage support tickets and problems escalated by the Service Desk team, in accordance with Call Management procedures and service level agreements.
2. Investigate and analyse incidents and problems to identify root cause, implementing fixes wherever possible or escalating to other team members as necessary.
3. Record, track and document the problem solving process, including all successful and unsuccessful decisions made and actions taken to final resolution.
4. Proactively monitor system health using automated monitoring tools and take appropriate pre-emptive action to prevent Incidents and Problems occurring.
5. Manage the application packaging process for Strata.
6. Carry out ASM system maintenance and development.
7. Assist with testing of new software under development or considered for purchase.
8. Respond pro-actively to identify recurring issues and trends, suggesting improvements to prevent future incidents that will serve to enhance the overall system performance.
9. Stay up to date with the latest IT trends and technologies in order to enhance personal knowledge and provide enhanced support to users
10. Provide regular input to the Service Improvement Plan.
11. Contribute to Business as Usual (BAU) and provide assistance to your Line Manager with any other duties pertaining to the role.



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OUR VALUES form the behaviours that we expect from all of our team, these help us to assess your performance in the role.

VALUE	DESCRIPTION	ESSENTIAL (E) DESIRABLE (D)
SELF DEVELOPMENT	Wanting to improve ourselves, and looking for different ways to learn	E
TEAM	Actively participates as a member of a team, pro-actively contributing to the completion of objectives.	E
RESULTS	Demonstrates drive and passion to achieve objectives	E
ACCOUNTABILITY	Demonstrates ability to focus on completion tasks and can ensure tasks are completed within deadlines.	E
TRUST	Able to build lasting relationships which demonstrate reliability, integrity and consistency	E
ADAPTABILITY	Having flexibility in handling change as well as adapting to new situations with fresh ideas or innovative approaches.	E

SIGNATORY

PRINT NAME

DATE

Job holder -----

Line Manager-----

This job description is not an exhaustive list and will be updated annually to reflect job requirements in accordance with our performance management process. From time to time the post holder may be asked to perform additional tasks which are not detailed within the core responsibilities for this role



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PERSON SPECIFICATION we use this criteria not only to assess your skills coming into the role but to ensure that we evaluate the requirements fairly.

Criteria	Requirements	E/D	Method of Assessment
Education Training	<ul style="list-style-type: none"> Minimum of 4 GCSES grade C and above (including IT) Any other relevant IT qualification. A minimum of 1 year within a similar type role. 	<p>E</p> <p>D</p> <p>D</p>	Application
Knowledge	<ul style="list-style-type: none"> In-depth knowledge of desktop and Enterprise software Troubleshooting principles, methodologies and incident resolution techniques Knowledge of ITIL Understanding of Active Directory, Group Policy and Group Management Knowledge of scripting i.e. PowerShell Knowledge of automated monitoring tools such as PRTG 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	Application/ Interview
Skills and Abilities	<ul style="list-style-type: none"> Very Strong Customer Service Orientation Strong team player Excellent verbal and written communication Exceptional trouble shooting and incident resolution skills Be able to interpret software logs to identify errors Be able to configure automated monitoring tasks Be able to prioritise competing demands Interpret data to discover trends in problems and incidents and recommend preventative solutions. Experience in applying service packs, hot fixes and firmware upgrades to software and hardware. Identifying bugs in code and database stored procedures and implementing appropriate fixes Deploying and installing desktop software 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	Application/ Interview
Other	<ul style="list-style-type: none"> A valid driving licence and own car with business insurance (reasonable adjustments may be possible according to the Equality Act) Willingness to undertake Out of Hours duties as part of a scheduled rota (for which an additional allowance will be paid) 	<p>E</p> <p>E</p>	Application



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RISK ASSESSMENT PROFILE

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

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.

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

Potential risks and hazards	Level of Frequency
Computer user	5
Car driving	3
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	2
Face to face contact with abusive customers	2
Lone working	2
Night working = 3 hrs or more between 11pm & 6am	1
Shift working	3
Use of chemical and or skin irritants	1
• Head phone use/ auditory performance / noise	1
❖ 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