



Solutions for government

Infrastructure Support Analyst - Fixed Term Role (24 Months)

Exeter/Honiton/Newton Abbot

Grade 5

At Strata we are passionate about our people and about our technology as well as our digital transformation. We pride ourselves on our integrity towards our colleagues and clients as well as providing service excellence at all times. We are collaborative in the way in which we work, our fast-paced environment provides many opportunities for exposure to new technologies and methodologies.

As a local Government owned business, our people are at the heart of what we do our objective being to provide an inclusive environment where everyone can contribute to the progression of our organisation.

An exciting opportunity has arisen for an **Infrastructure Support Analyst** to join our team on a Fixed Term Contract for 24 months. The primary focus of the role will be to support the business-as-usual functions within the Infrastructure team, in particular with regard to escalated incidents, problems and service requests.

In this role you will be a confident and professional communicator who is able to interact with our clients and key stakeholders, with a broad understanding of IT systems, architectures as well as infrastructures.

The Role

- Deliver a professional, technical customer focussed ICT support for Strata's customers.
- Take responsibility for incident and problem management that cannot be resolved by the Service Desk team.
- Work alongside the Business Systems and Infrastructure teams as well as third party hardware and software suppliers in relation to fault resolution.
- Provide application packaging and deployment responsibilities for incident management and upgrades.
- Carry out pro-active monitoring of IT infrastructure to identify issues before they become service impacting.

You're Experience

You will demonstrate proven experience within:

- In depth knowledge of desktop and Enterprise software.
- Troubleshooting principles, methodologies and incident resolution techniques.
- Knowledge of ITIL.

The Essentials

You will have a proven track record in:

- Competent communicator able to build collaborative relationships with clients, suppliers and colleagues.
- Excellent written, oral and interpersonal skills.
- Taking ownership and accountability for work undertaken.

What's in it for you?

We offer a competitive package which includes:

- Salary – from £33,945 to £36,648
- Significant employer contribution to the Local Government Pension Scheme.
- 37 hour working week – Flexible working, as well as options to undertake hybrid working.
- 28 days holiday.

If you feel you have the blend of skills that we require and would like to apply for this role, please send your CV with a covering letter to jayne.coppin@strata.solutions by Monday 29th July.