Job Description

Title	Senior Infrastructure Support Analyst		Type	Full time
Reports to	Infrastructure & Implementation Team Manager		Duration	Permanent
Service	Digital, Technology & Innovation (DTI)		Location	Flexible
Grade	K			

1. Overall Job Purpose

1. To run and maintain selected infrastructure services, wherever located, ensuring high levels of reliability, security and availability including developing, configuring, maintaining, supporting, and optimising all platforms. Manage relationships with suppliers, making sure services and products are delivered and aligned to industry best practice and regulatory and contractual requirements.

2. Main Accountabilities

1	Maintain a culture of proactive and continual service improvement, constantly enhancing the customer experience of technology services whilst developing roadmaps for technologies and services in your area of responsibility, making sure that they are future-proofed and that the organisation derives maximum value from investment.
2	Lead, monitor and implement small infrastructure projects and work packages/projects to ensure delivery to timescales and budget, including proper monitoring of external suppliers and good communication with customers at all times.
3	Ensure the integrity and security of the WNC infrastructure environment at all times and, working with the Cyber Security team or other parties, assist with and or perform security reviews, audits and policy adherence exercises as required, resolving any issues that arise promptly.
4	Act as the lead Cloud authority within the Infrastructure team providing informal training and advice and guidance as required within the designated WNC Cloud environment.
5	Work with scripting and automation tools to continuously improve processes and ultimately service delivery to customers.
6	Respond promptly to all infrastructure service related issues – including Cyber Security, providing technical support, liaising with in-house technical personnel and external suppliers as required, in order to restore service availability as soon as possible.
7	Produce comprehensive documentation for use by DTI technical support teams as directed or requested.
8	Produce and present for consideration fully formed business cases that detail appropriate technical solutions, along with benefits, to identified business problems.

3. Management Responsibility

- No management responsibility.

4. Person Specification

Qualifications

Subject	Qualifications Required	Essential/ Desirable
Any of:	One or more of the below two items	
Project Management	Appropriate qualification (e.g. PRINCE2, Agile certification) or equivalent professional experience	Desirable
Service Management	Appropriate qualification or equivalent professional experience (e.g. ITIL)	Desirable

Minimum levels of knowledge, skills and experience required for this job

Knowledge/Experience		
Administration experience	Demonstrable knowledge and extensive experience of Windows, SAN, virtual and Cloud environments. Any network experience would be advantageous.	Essential
(Azure) Active Directory/Authentication	Demonstrable knowledge of large scale (Azure) Active Directory and Authentication administration	Essential
Security	Excellent knowledge of security controls, Data Protection and Cyber Security in general	Essential
Project management	Demonstrable experience of running IT operational projects and delivering successfully to time and budget	Essential
Communication skills	Excellent interpersonal and communication skills demonstrating the ability to effectively communicate, consult, influence and negotiate with a wide range of people at all levels with users, suppliers and service providers.	Essential
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential

5. Disclosure level

None	Standard	Enhanced	Enhanced with barred list checks

6. Work type

Fixed	Flexible	Field	Home