Senior Infrastructure Analyst

KEY RESULTS ACCOUNTABILITIES

# Apply proven analytical and problem-solving skills to help validate IT processes through careful testing in order

to maximize the benefit of business investments in IT initiatives.

# Perform other related responsibilities related to the position as appropriate.

# Provide technical, process and quality support to IT Managed Services Vendor. Working closely with project

team on a variety of service management and service improvement projects.

# Comply with regulatory requirements with respect to IT Infrastructure operations and resolve audit findings

within agreed timelines.

# Perform and supervise IT process design based on the ITIL framework. This will include new process design or

process revision and working extensively with projects team.

# Monitor KPI’s / SLA with the Managed Services vendor and Quality Assurance in IT Operations.

# Manage services offered by external vendor in line with best practices ensuring quality in operations

# Assist the IT Infrastructure Manager in overseeing technology spending, managing a repository of

applications, and issuing Requests for Proposal, Requests for Quote, and Invitations to Bid.

# Undertake service management process definition and review projects

# Develop and establish quality assurance standards and measures for the information technology services

within the RTA organization.

# Oversee the daily and long-term management of technology-related hardware within the organization. This

includes planning, monitoring, and recording software and/or hardware licenses to ensure compliance with

vendor contracts.

# Provide templates and best practice guidance as needed Enforce Six Sigma process discipline

# Provide detailed expertise on various technologies in organizational IT Infrastructure team and assist in

information gathering and improvement development process as required.

# Assist in forming procurement process for technology spend across the organization and also develop and

implement procedures for tracking company assets to oversee quality control throughout their lifecycles.

# Responsible for developing, implementing, and overseeing policies and procedures to ensure IT infrastructure

services provisioning and its maintenance and is consistent with company goals and objectives.

# Apply proven communication, analytical, and problem-solving skills to help identify, communicate, and resolve

issues in order to maximize the benefit of IT systems investments

# Work with potential vendors and have a organized vendor development plan for the IT Infrastructure

management section. This will include introduction of new vendors and companies to the section wherever

applicable.

# Deliver pre-audit health-checks and process reviews, and deliver service improvement programs

# Define and facilitate communication between RTA and service providers in order to deliver services according

to plan and within budget, and to ensure compliance to licensing requirements.

# Facilitate communication between the IT department and its clients in order to define and maintain the SLAs

required for each business unit. This includes developing, managing, and administering service management

best practices.

# Conduct Service Review Meetings at regular intervals minute these meetings and come out with Service

Improvement Plans including revisions to service catalogue.

# Perform the needful actions to get IT infrastructure services ISO 20000 certified and maintain the

certification.

# Undertake ITIL/service management Health-Checks and advise at a tactical level, providing process

consultancy in relation to incident, problem, configuration/asset and change management,

# Support, manage, and administer contracts with relevant SLA’s and underpinning contracts to ensure

committed service levels are achieved across the organization.

# Optimize servers and storage components to achieve high availability and performance of the various business

applications supported and also optimize operating costs.

# Plan, sustain, and storage environments across the organization, while ensuring high levels of data quality and

availability

# Ensure the stable operation of the in-house computer software systems and network connections. Act

as a bridge between RTA & IT Managed Services Vendor in planning, developing, installing, configuring,

maintaining, supporting, and optimizing all systems, storage, network, back-up and communication links.

# Ensure organizational commitment for all systems and software plans, as well as evaluate and select all

technologies required to complete those plans.

Qualifications

Education

# Bachelor’s Degree in Computer Sciences from a recognized university

Skills

# Excellent knowledge on IT Process in line with industry standards like ITIL, Cobit etc

# Good understanding of network technology: LAN/WAN

# 5 years of experience in the areas of infrastructure operations and development within the framework of

Enterprise Architecture.

# Perform evaluation of infrastructure products for multiple vendors

# Highly analytical thinking with demonstrated talent for identifying, scrutinizing, improving, and streamlining

complex work processes.

# Innovative problem-solver who can generate workable solutions and resolve complaints.

# Flexible team player who thrives in environments requiring ability to effectively prioritize and juggle multiple

concurrent tasks.

# Excellent interpersonal skills.

# Ability to adapt to a variety of cultures and personalities

# Computer-literate performer with extensive software proficiency covering wide variety of applications.

# Exceptional listener and communicator who effectively conveys information verbally and in writing.

# Resourceful team player who excels at building