**Job title: Infrastructure Analyst**

**Responsible to**: Infrastructure Manager/Lead Infrastructure Analyst **Department**: ISS **Job Level**: TBC **Location:** Manchester/Stoke

|  |  |  |
| --- | --- | --- |
| **Purpose of role**: To provide 3rd line support of the Group’s infrastructure estate, to ensure that the business continues to function when issues arise. The Infrastructure Analyst must have a broad range of skills and infrastructure experience. They must have the ability to quickly diagnose escalations from the IT service desk at an expert level and resolve efficiently and in a safe manner.  **Key responsibilities & accountabilities:**   * To support the operational running of the Group’s infrastructure technologies and services. Responsible for protecting service operations through change control and governance. Collaborating with Service Management teams to identify risks, complete incident root cause analysis. * To ensure that all requests, incidents, problems and changes are completed to a high standard and within SLA * To deliver 3rd line support capability to the following technology areas; Datacentre/Cloud services, WAN/LAN networks, server and Wintel hosting technologies, SAN and system operations/monitoring. * To identify and deliver continuous improvement initiatives, leveraging tooling and automation to improve efficiency and service to the business * Ensure your own continuous professional development by participating in external networking/conferences/associations/groups, to stay current on Industry developments & innovations. Encourage, support and coach other team members in their own development * Maintain a positive and solution oriented approach to work, providing open and honest feedback * In all internal and external contact, present a professional and positive image of the department, the team and the company as well as maintaining mutually constructive, positive and beneficial relationships * Take all reasonable steps to ensure appropriate confidentiality * Undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this role * Assist in, and support activity in other areas of ISS \ IT Operations as required, including Service Delivery, IT Infrastructure, Information Security and IT Administration | | |
| **Relationships & Special Requirements** | **Measurements** | **Person Specification** |
| **Key relationships:**   * Infrastructure Manager & Lead Infrastructure Analysts * PMO & Project Managers * Service Desk colleagues * Counterparts in other organisations for benchmarking and networking purposes. * ISS peers   **Responsible for (*direct reports)*:**   * None   **Special requirements:**   * Travel (primarily within the UK) | **KPI themes**   * Management of service queues against agreed SLA’s * Delivery of Continuous Service Improvement initiatives against an agreed delivery plan   **Competencies e.g.**   * The ability to troubleshoot issues across multiple technology areas * Excellent interpersonal, written and verbal communication skills. * Ability to think “outside of the box” and go the extra mile. * Pro-active and self-motivated with the proven ability to drive results * Excellent planning and organisation skills. * Good business and ‘user experience’ awareness. * Can work on own initiative, with minimal guidance | **Essential**   * Highly motivated / motivational to see success, delivered via their efforts and collaboration with peers * Previous experience as a 3rd line infrastructure analyst, proficient with several of the following: Azure Infrastructure Management, O365 (full E3 suite), Docker Swarm, Kubernetes, IaaS (E.g. Terraform), Sitefinity * Previous experience working on Agile projects (in the Digital space) in the cloud. * High degree of operational awareness, and can therefore generate positive operational outcomes through the change they are delivering * Proactive mindset, with a continuous improvement mentality * Robust / up to date knowledge and experience of Technology delivery in infrastructure operations environment   **Desirable**   * Previous experience as a 3rd line infrastructure analyst, proficient with several of the following; AWS, VMware, Active Directory, SCCM and associated hosting technologies, networking, NetApp SAN, Desktop Imaging (including application packaging) * Understanding of the UK General Insurance market. * Experience of delivering project change * Experience of ITIL service management framework |