JOB TITLE

Services and Infrastructure Analyst

JOB PURPOSE

In your role, as Services and Infrastructure Analyst, you will be required to provide IT expertise and participate in a variety of analytical and technical assignments that will result in problem diagnosis, solutions documentation, project implementation, administration, IT support, and maintenance of a variety of hardware, software, and network issues.

You will also be required to support the activities of the Service and Security Management Department by ensuring the following:

- ITSO's business objectives and key operational initiatives are delivered effectively and efficiently by its 3rd party providers and that all ITSO registration activities (incl. ISMS) are completed in a timely and efficient manner.
- Delivery of professional and efficient service support to our Licence Operating Members and Back Office System (HOPS) Suppliers at all times.
- Providing 1st and 2nd Line Incident handling and provision of quality support services through accurate incident logging and diagnosis, as well as processing service requests promptly.
- Participate in technical designing solutions and delivery of various IT and Technical projects.

REPORTS TO

Services and Infrastructure Manager

KEY RESPONSIBILITIES

ISMS Operations

- Review all submitted requests for completeness and provide necessary assistance to requester if required
- Process all requests for ISMS services submitted by members and HOPS Suppliers via the Service Management Tool (ISMT)
- Monitor ISMS pattern of usage and availability through the use of tools such as the registrar dashboard and infrastructure monitoring solution enabled by Zabbix.
- Monitor and report on the availability and resilience of the specified critical operational services necessary to ensure that Service Promises are being met and that ITSO is therefore meeting obligations to its Licensed Members
- Review outstanding service calls, escalate where appropriate (detailing any action already taken) and communicate progress to all relevant parties.
- Provide various ad-hoc reports to support billing and resolving of incidents
- Production of monthly ISMS performance reports
- Liaise with the finance team to ensure that users are duly invoiced for any chargeable ISMS activities.

Service Management

- Resolve all incidents raised by HOPS suppliers and licensed members
- Support in the restoration of normal ISMS operations when there is incident or outage

- Support investigations into root causes of incidents through problem management process and suggest and identify improvement opportunities
- Support the release management process by ensuring that ISMS releases are deployed to pre-production environment and tested.
- Support the planning of ISMS releases into live environment and evaluation the release.
- Ensure that all proposed changes are supported by a request for change (RFC) and handled via the change management process
- Provide input into the Road Map of the ISMS
- Provide 'out of office hours support' for ISMS users

IT Services

- Ensure the availability of IT services to support day to day activities of ITSO operations
- Resolve 1st line IT related incidents and provide guidance to users
- Ensure that backup and data recovery services are monitored and tested to support any major data loss or recovery from disaster.
- Develop and maintain good relationship with IT Suppliers (e.g. Lynx, Dell, Microsoft and etc.)
- Support and monitor existing IT infrastructure, perform preventative maintenance work and plan infrastructure projects and upgrades that support ITSO's day-to-day business operations.
- Carry out routine health checks on severs
- Support in the management of the ITSO Website Hosting
- Implement security recommendations from ITSO Governance department

Supplier Management

- Support the Services and Infrastructure Manager in managing and maintaining a positive supplier relationship with supplier.
- Participate in service review meeting and helping in the identification of suitable suppliers for services required by the department.
- Support the development of SLAs for new suppliers to ensure that performance expectations are understood and delivered from the outset.

Project Implementation Support

- Setup IT network, hardware, and application services that supports the implementation of projects.
- Liaise with suppliers that are providing services for various projects and ensure that work items on projects are being progressed.
- Manage issues that are likely to impact on the delivery of the project in terms of quality, time or cost.
- Providing timely and accurate project communication and attend project review meetings.

SKILLS, KNOWLEDGE AND EXPERIENCE – ESSENTIAL

- Have experience in a similar IT Service Management role and have, or be working towards, a recognised professional qualification (e.g. ITIL),
- Good commercial skills with some experience of sourcing suppliers and managing third party delivery (SLAs) and financials (billing, service credits etc.).
- Good industry and technical knowledge, specifically public transport, ticketing, security and smart cards, to ensure solutions provided to clients will meet business needs.

- Good project management skills and experience of managing external resources and third party suppliers.
- Good communication and inter-personal skills, and evidence of working effectively in a multi-discipline team
- Working knowledge of Microsoft Office applications and Microsoft Windows Operating Systems
- Hardware and Software diagnosis knowledge
- Knowledge of using Service Management Tools

QUALIFICATION(s)

- University Degree in Information Technology or equivalent professional qualification.
- ITIL Service Management foundation certificate.
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