Job Description

Job Title
Service & Infrastructure Analyst

Reporting to
Services & Infrastructure Manager

Direct Reports
None

Job Purpose
ITSO Service Management and Infrastructure Platforms Teams are looking for Service & Infrastructure Analyst with good knowledge and experience of IT Service Management processes and IT support and implementation skills who can support existing services; deployment of new solutions to all of our ITSO members and ITSO staff in a professional and timely manner.   Reporting into the Services & Infrastructure Manager, you will work as part of the ITSO Service Management Team. You must have the ability to handle 1st and 2nd line incidents.   You should have an aptitude for working with applications/systems to undertake analysis, diagnosis and resolution of problems, which may range from straightforward to more complicated IT/system technical issues. There is also a range of administration duties within this role.   You should have excellent time management, customer service and organisational skills as well as good communication skills. You should be a self-starter with a desire to explore new technologies and widen your skills in a dynamic technology sector.

Key Responsibilities
- Process requests for ITSO Security Management Service (ISMS) submitted by members and HOPS Suppliers via ITSO JIRA   - Review outstanding service enquiries, escalate where appropriate and liaise with various internal teams for timely updates   - Take ownership of 1st line incidents relating to the ISMS or ITSO internal IT systems   - Participate in the resolution of 2nd line incidents and problems under direction from Service & Infrastructure Manager   - Install, configure, and monitor various cloud services - Infrastructure as a Service and Platform (IaaS, PaaS)   - Provide various service reports and monitoring stats by utilising reporting tools such as Jasper and Zabbix infrastructure monitoring tools.   - Assist with the technical delivery of infrastructure components   - Support in the delivery of IT projects by understanding the scope and applying creative technical skills to devise a solution using new or existing technologies

- Investigate technology and solutions to meet current and future business challenges or requirements
- Generate high quality documentation and ensure all solutions are handed over correctly
- Supporting and identifying any faults and issues with the platform and troubleshooting user issues
- To liaise with IT suppliers and internal teams to deliver operational excellence
- Provide technical and operational support to the resolution and recovery of normal operations following Critical and Major Incidents

Skills, knowledge and experience - ESSENTIAL

- Experience of managing and supporting Windows Infrastructures
- Experience of supporting hybrid cloud environments
- At least 2 years managing and supporting server platforms and applications (Active Directory, SQL Server, Oracle DB, Office 365, VMware etc.)
- Experience of incident and request fulfillment management
- Knowledge and experience in networking including wireless and VPNs
- Linux experience – Build and support existing workstations
- Ability to plan execute basic analysis and/or investigation, with supporting guidance
- An ability to comprehend complex problems, and deliver simple solution
- Good communication skills
- Customer-focused attitude
- Self-motivated achiever who gains satisfaction from providing excellent customer service
- Demonstrable experience of explaining technical issues, to both technical and non-technical audiences
- Ability to keep current with the constantly changing technology industry.

Skills, knowledge and experience - DESIRABLE

- A degree in Computer Science, Computer Engineering, or a relevant industry experience.
- Experience of scripting to implement process automation
- Containers and their orchestration
- Microsoft Certified Solutions Associate (MCSA) to help support windows servers and workstations
- ITIL Foundation Certificate.

Liaison/Contacts

ITSO membership; 3rd party suppliers; suppliers to the industry