



IT Infrastructure Analyst

Department:	Enterprise Services
Report to:	Infrastructure Project Team Lead
Job Family:	TBC
Career Family / Job Capsule:	TBC
Key dimensions:	
Purpose of the role:	
<ul style="list-style-type: none">• Primarily to setup, build, configure and deploy technical solutions fit for the business requirements.• Translate High Level Designs (HLD's) into cost effective, tangible, secure, resilient and robust IT systems and services for use by internal and external clients.• To create Low Level Designs (LLD's) which detail, document and describe the specific setup and configuration of the solutions.• To ensure a timely and efficient handover of any newly built solutions into Business As Usual (BAU) Operations.	
To ensure our Infrastructure and team's processes are formally documented to agreed standards, including but not limited to maintenance of a Knowledge Base.	

Key accountabilities:

The role is accountable to the Infrastructure Project Team Lead;

- Ensures project issues, concerns and blockers are escalated in a timely manner to Line Managers, Project Managers or relevant Service Heads as necessary.
- Responsible for making changes to production systems, having accountability for the availability, security and performance of those systems.
- Ensure the delivery of quality project solutions, tasks and milestones in line with agreed project timelines and budget.
- Manage own workload of Incidents, Requests, Small Changes, Project Tasks and other objectives to SLAs and agreed timelines.
- To provide handover, knowledge transfer and documentation to team/department upon completion of significant new solutions or changes.
- Understanding of the implications/restrictions of software licensing.
- To be available to implement changes outside of normal business hours including evening and weekends to meet business needs.

Responsibilities:

- To deliver project work to agreed timelines.
- Ensure processes and system changes are properly documented and meet requirements for security, resilience and other operational requirements and quality measures.
- To plan and prepare for production implementations, including back out plans.
- To represent changes and implementation plans at CAB meetings.
- To perform implementations out of hours (pre 8am, post 7pm) and weekends.

Skills / Experience / Knowledge:

Technical Skills:

- Microsoft Windows Systems Administration in Server (Windows 2003 - 2016) and Workstation (Windows 7 - 10) versions
- Microsoft Active Directory and Group Policy Administration
- VMware vSphere Operating System Virtualisation
- Storage Area Network (SAN) concepts and familiarity (HPE 3PAR)
- Enterprise Backup Solutions (EMC Networker)
- Disaster Recovery and Business Continuity (Zerto)
- Networking Concepts and familiarisation (Cisco switches and ASA firewalls, Palo Alto Firewalls, Wi-fi)
- Knowledge of monitoring and alerting technologies – Splunk, Netcrunch preferred.
- Knowledge of several Microsoft Server Application products e.g. SQL Server 2008-2016, Microsoft Exchange, IIS7 & SharePoint
- Knowledge/Experience of incident management (LANDesk Management Suite)
- Infrastructure as a Service (IaaS), Software as a Service (SaaS), Platform as a Service (PaaS), Software as a Service (SaaS)
- Microsoft Cloud Portfolio (Azure, 365, etc..)
- Scripting (PowerShell)
- Formal Service Management Methodologies (ITIL)

Other Skills/Attributes:

- Proven knowledge of IT Best Practices and processes in support of a production environment in a Regulated Financial Services environment.
- Communications Skills – to be able to communicate effectively to colleagues with varying technical knowledge. Having the ability to explain complex technical situations in a manner appropriate to the audience. Ability to liaise with 3rd party suppliers and technical experts to troubleshoot problems on FI



<ul style="list-style-type: none"> • Understanding of Disaster Recovery, Business Continuity and hardware/software resilience demands. • Participation in the annual Disaster Recovery test. 	<p>Systems.</p> <ul style="list-style-type: none"> • To be able to estimate and plan own workloads, and to deliver to agreed timescales. • Advanced troubleshooting skills, identifying the details to lead to root cause analysis leading to issues being resolved rather than mitigated. • Ability to work under pressure to meet business critical deadlines and SLAs. • Self-starter able to work on their own. • Ability to propose new solutions and to consider financial impact of proposed changes. • Documentation and report writing
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<p>Values</p>	<p>Define who we are as OneFamily. They come from the beliefs we hold, the way we behave and how we want to work together for our customers. For OneFamily this means:</p> <ul style="list-style-type: none"> • Better together • Being your best • Being innovative • Champion the customer's needs • Doing what's right <p>Our values are unique to our brand. They give us purpose and focus. They are vital in helping us all 'do the right thing'. If we are confident that we are true to our values, then we can be sure that we are doing the best for our customers.</p>
<p>Adaptability</p>	<p>This job description is intended to provide a broad outline of the main responsibilities only. The post holder is required to be flexible in developing their role in agreement with their Line Manager. In addition, they may be required to carry out any other duties deemed appropriate within the role and expertise.</p>
<p>Performance Management</p>	<p>All employees have a responsibility to participate in regular one to ones with their manager and to identify performance standards of the post. As part of the performance management process every employee is responsible for participating in identifying their own training and development needs to meet the requirements of their role.</p>



Health and Safety	Employees must be aware of the responsibilities placed on them under Health and Safety at Work Act 1974, and take reasonable care for the health and safety of themselves and of other people who may be affected by their acts or omissions at work.
Equality and Diversity	The Society is committed to building an environment where the diversity of its employees is valued, respected and seen as an asset to enabling delivery of the best possible service to our customers and colleagues. It is unlawful to discriminate directly or indirectly in recruitment or employment because of any of the nine 'protected characteristics' contained in the Equality Act 2010. These are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. Failure to comply with organisational policies on equality and diversity may result in disciplinary action.
Confidentiality	The unauthorised use or disclosure of customer or other personal information is regarded as gross misconduct and will be subject to disciplinary procedures, and could result in a prosecution for an offence or action for civil damages under the General Data Protection Regulations. (GDPR)

Regulatory	
	<ul style="list-style-type: none"> To comply, at all times, with all regulatory, statutory and legislative requirements so far as they relate to the role To abide by the Rules of the Society at all times To understand and comply with all Group Governance Policies, as appropriate to the role

Individual Conduct Rules	
Rule 1	You must act with integrity
Rule 2	You must act with due skill, care and diligence.
Rule 3	You must be open and cooperative with the FCA, the PRA and other regulators.
Rule 4	You must pay due regard to the interests of customers and treat them fairly.
Rule 5	You must observe proper standards of market conduct.



Declaration

I hereby confirm that I have read and understood the content of this Job Description and Person Profile and I accept the content as an accurate description of the role which I am required to perform.

Job holders full name:

Job holders signature:

Date:

Version Control:

Amendment Summary	Date	Reviewer
Rebranded	13/07/2018	Kim Jordan, Resourcing Advisor