



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Infrastructure Analyst	Grade: PO4 – PO6
Section: Digital, Data & Technology (DDaT)	Directorate: Change & Innovation
Responsible to following manager: Infrastructure Manager	Responsible for following staff: None
Post Number/s:	Last review date: April 2026

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.



Job Purpose

The post holder provides operational support, maintenance and improvement of the BSP IT infrastructure, exercising professional judgement in the delivery and optimisation of live infrastructure services.

The role works with a high degree of technical autonomy within agreed standards, supporting critical services and escalating complex risks or issues where required.

Specific Duties and Responsibilities

- Infrastructure Management: Provision, configuration, and management of Azure cloud and private cloud resources (virtual machines, networking, storage etc).
- Decisions taken in this area directly affect the availability, performance and security of business-critical services used across both councils.
- Monitoring & Optimisation: Proactively monitors system performance, capacity and cost, exercising judgement to identify risks, trends and improvement opportunities, and implementing remedial actions within agreed authority.
- Security & Compliance: Implements and maintains security controls across infrastructure platforms (e.g. Azure Policy, IAM, NSGs) and is accountable for ensuring infrastructure components meet defined security and compliance requirements, escalating risks where appropriate.
- Support & Troubleshooting: Diagnoses and resolves complex infrastructure issues, acting as a senior technical escalation point for infrastructure-related incidents across Azure, M365 and associated platforms.
- Automation: Designs, develops and maintains infrastructure-as-code and automation solutions (ARM, PowerShell, CLI, Logic Apps), improving reliability, consistency and operational efficiency.
- Documentation: Creation and maintenance of documentation for system configurations, policies, and operational procedures.
- Acts as a recognised subject matter expert for defined infrastructure platforms, providing technical guidance to colleagues, contributing to solution design discussions and supporting service improvement initiatives.

Change & Projects: Contributes specialist technical expertise to infrastructure change and project activity, ensuring solutions are operationally supportable, secure and aligned to agreed standards.

- Performs any other duties as may be required by the Head of Architecture and Infrastructure or Infrastructure Manager to ensure continued operation of the Council's IT.



Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.
- The role operates in a live service environment where priorities may change rapidly in response to incidents, security issues or operational risk.

Progression Criteria

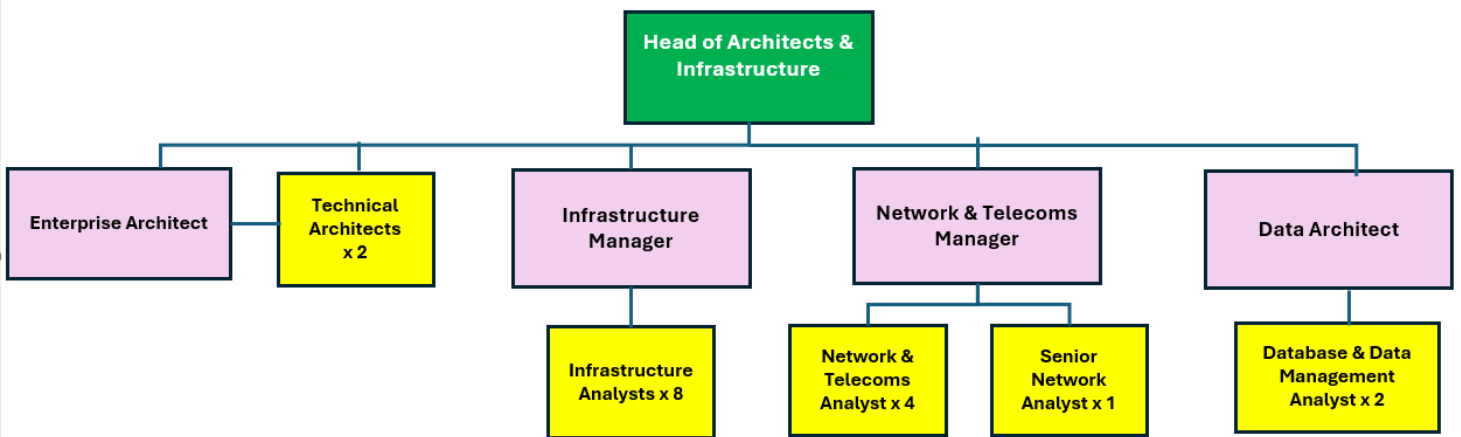
- PO4:** - Post holder would be expected to perform the duties of the post competently under a low level of technical supervision and to have the ability to spot situations where problems need to be referred up the management line for resolution. Some experience of being a technical lead in projects is required.
- PO5** - A sufficient level of experience allowing duties of the post to be performed without direct technical supervision. The post holder should be able to proactively suggest ways of resolving non-routine issues. Some experience of leading immediate team both from a technical and operational perspective.

PO6 - The post holder independently owns and resolves complex infrastructure incidents and problems, applying advanced troubleshooting and research skills. They provide authoritative technical input into service improvement, risk management and operational decision-making, and may deputise for senior technical colleagues when required.

Additional Information

None

Team structure



Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
In-depth working knowledge of virtualisation technologies within enterprise environments.	E		A/I
Practical understanding of networking concepts sufficient to diagnose and resolve infrastructure issues.	E		A/I
Cloud architectures	E		A/I

Experience	Essential	Desirable	Assessed
Experience working with a high degree of technical autonomy in live service environments.	E		A/I
Experience working with virtualisation technologies	E		A/I
Experience working with Microsoft Active Directory	E		A/I
Experience working with M365, Azure & Cloud	E		A/I
Experience working with Microsoft Intune/SCCM		D	A/I
Cloud Commercial Experience	E		A/I
Skills	Essential	Desirable	Assessed
Microsoft AD	E		
Intune		D	
Microsoft Azure	E		
Ability to exercise professional judgement when resolving complex technical issues and assessing operational risk.			
Qualifications	Essential	Desirable	Assessed
Prince 2		D	
ITIL		D	

A – Application form / CV

I – Interview

T – Test

C - Certificate