**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:**  Infrastructure Analyst | **Grade**:  PO4 – PO6 |
| **Section:**  Corporate IT | **Directorate:**  Resources |
| **Responsible to following manager:**  Server Team Manager | **Responsible for following staff:** |
| **Post Number/s:** | **Last Review Date**  01/08/2022 |

**Working for the Richmond/ Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide

**Job Purpose:**

The post holder will provide maintenance and ongoing support of the SSA computer infrastructure, including Cloud Services, servers, storage, virtualisation, terminal services, backup and system monitoring reporting to the Server Team Manager.

**Specific Duties and Responsibilities:**

* Responsibility for day-to-day monitoring, configuration and operation of the SSA’s Infrastructure, including, but not limited to Cloud Services and VMWare VSphere across the SSA
* Assesses the implications of proposed changes and advises on the change control process where necessary
* Contributes to the planning of the SSA infrastructure to improve and maintain performance, resilience and efficiency. Makes proposals for changes to that end and implement such changes as may be authorised.
* Performs change operations in accordance with the approved change control documentation. Initiates change control requests where appropriate and obtains approval before introducing changes to the infrastructure or any of its components.
* Works closely with other server team members to both assist and cover for any work required.
* Works with relevant project managers to deliver projects in a timely fashion as requested.
* Resolve those infrastructure problems which have been escalated from other support Teams.
* The post-holder shall adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.
* Works closely with all teams to realise Cloud Environment migrations.
* Planning, designing and developing cloud-based applications.
* Managing cloud environments in accordance with company security guidelines.
* Deploying and debugging cloud initiatives as needed in accordance with best practices throughout the development lifecycle.
* Educating teams on the implementation of new cloud-based initiatives, providing associated training as required.
* Performs any other duties as may be required by the Head of IT Services or Infrastructure Manager in order to ensure continued operation of the Council’s IT.

**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 (estimated to be 3 to 4 years) 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 - A level of experience (estimated to be at least 5 years) which enables the post holder to take charge of incidents and problems and see them through to resolution by troubleshooting, carrying out research and engaging further assistance where necessary without supervision. The post holder should have developed the personal and professional qualities necessary to provide a high level of input to the overall management of the IT service and to make recommendations to senior managers and to the Head of IT in relation to broader IT management issues where necessary. Post holder is expected to have managerial experience and, if necessary be able to deputise for the relevant team leader or senior manager.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, 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 role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Person Specification**

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**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means, we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | **Assessed by A &** I**/ T/ C (see below for explanation)** |
| **Knowledge** | |
|  | A/I |
| Knowledge of virtualisation technologies | A/I |
| Understanding of general networking concepts | A/I |
| Cloud architectures | A/I |
| **Experience** | |
| Recent experience working on an infrastructure team | A/I |
|  | A/I |
| Experience working with virtualisation technologies  Experience working with Microsoft Active Directory  Experience working with Group Policy  Experience working with O365 Azure & Cloud  Experience working with Microsoft SCCM/Intune | A/I |
| Experience with supporting cloud environment desirable |  |
| Cloud commercial experience desirable |  |
| **Skills** | |
|  | A/I |
| **Qualifications** | |
| PRINCE 2  ITIL | A |

**A – Application form**

**I – Interview**

**T – Test**

**C - Certificate**