

Job Description: IT Support Analyst (Infrastructure)

Reporting to: Operations Director



The key purposes of this role are to:

- Ensure the provision of server and network based services meets SLAs and user expectations
- Work directly with staff and students resolve user faults and ensure service provision
- Take responsibility for the configuration management and performance of the infrastructure and network where a specific lead role is allocated
- Identify, investigate and recommend new and updated hardware and software options with a view to improved service delivery and cost effectiveness
- Liaise with third party support companies and suppliers

	This front-line support analysts post is accountable for:
Ensure the provision of server and network based services meets SLAs and user expectations	Communicating with team members and responding to fault trends, ensuring issues detected within the infrastructure are resolved with service restored as quickly as possible, minimising impact.
	Independently identifying and implementing hardware and software configuration changes to improve service delivery while following change management procedures and communicating as necessary.
	Scheduling business as usual operations, planned college events and maintenance operations with minimal impact or disruption.
Working directly with staff and students support user fault resolution and service provision	Responding to incident tickets, as allocated, to effect a swift and user centric resolution
	Promoting a positive image of the Information Services function and the wider college structure; maintaining an awareness of internal IS activities and how these influence core college activity.
	Manning the office, and answering phones, as needed to support the front desk team; responding to visitors in a pleasant, supportive manner, resolving issues where possible, taking relevant details where not.
	Working with the user community to understand how software solutions are used day to day and initiating improvements and providing training as appropriate.
Take responsibility for the configuration management and performance of the infrastructure and network where a specific lead role is allocated	Managing the configuration, performance, monitoring and control of those elements where lead responsibility is allocated.
	Planning capacity, maintenance and upgrades of those elements allocated as the lead analyst.
Identify, investigate and recommended new and updated hardware and software options with a view to improved service delivery and cost effectiveness	Keeping abreast of software and hardware developments, specifically but not exclusively in the education sector, working with the user community to understand pressures and requirements.
	Identifying, investigating and recommending new and updated hardware and software options with a view to improved service delivery and cost effectiveness.

	Service Design, providing appropriate and innovative Information Technology services, including architecture, processes, policies and documentation to meet current and future agreed business requirements.
Liaise with third party support companies and suppliers	Raising faults with suppliers; tracking and driving them to a satisfactory conclusion.
	Arranging and managing visits from contractors and suppliers while supervising their activities and the commissioning of new equipment and services.
	Work with suppliers to keep abreast of developments.

This role will require some flexible working including some evenings and weekends.

All staff are expected to work within College policies and procedures, with particular regard for Health & Safety, Equality & Diversity and customer service ethos.

Incremental progression is subject to satisfactory performance.

Annual targets for each element in this job description may be agreed annually with your Line Manager.

Overall factors that will be crucial in determining success are:

Indicators/ sources for reaching performance judgements (not exhaustive):
Services meet SLAs and user expectation Staff and student complaints minimal and managed Incident tickets actioned in a prompt and customer focussed fashion Annual staff and student surveys remain positive Capacity planned to highlight and remove issues in a timely fashion Examples of proven value for money

Personal Profile

We are seeking someone who closely matches the following criteria:

Experience & Qualifications	Demonstrable experience of exceptional customer focused service delivery understanding the key principles of customer satisfaction and delivery of services to the end-user.
	Conversant with the configuration, maintenance and troubleshooting of client and server operating systems including but not limited to Microsoft Windows, Linux, SQL-Server, Exchange, Active Directory.
	Experience of working in an educational environment; able to liaise effectively with users at all levels including learners providing advice, guidance and support to a non-technical audience.
	Confident, self-motivated and able to work individually or part of a larger team seeking assistance from colleagues or management as required.
	Microsoft / IT Support qualifications VMware and Citrix experience.
	Project management experience
Personal Skills / Qualities	Experience of planning and delivering infrastructure related projects.
	Good level of oral and written communication skills.
	Experience of working within a small team and what that means in terms of supporting and collaborating with colleagues.
	Self-starter, setting challenging individual goals, working without the need of detailed direction while under the general direction of the IT Infrastructure Manager.
	Reliable and trustworthy, capable of working independently or as part of a cross-college / functional team.
	Suitable to work in a College environment in the presence of children, young people and vulnerable adults and to act accordingly.

This job description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and do not justify a reconsideration of the grading of the post.