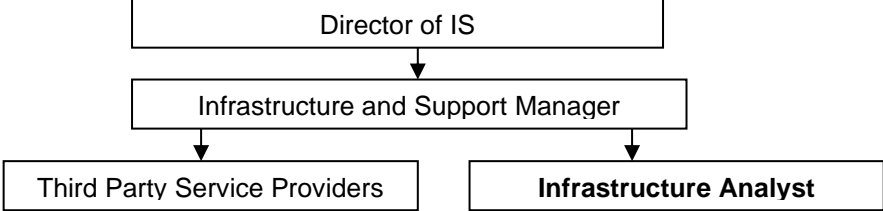


## JOB AND PERSON PROFILE

1. <b><u>JOB TITLE</u></b>	<b>Infrastructure Analyst</b>
<b><u>DEPARTMENT</u></b>	<b>IS Department – Group Services</b>
2. <b><u>MAIN PURPOSE</u></b> Provide first/second line IT Support to the user base at Head Office, sites and remote workers.	
3. <b><u>ORGANISATIONAL STRUCTURE</u></b>	
 <pre> graph TD     A[Director of IS] --&gt; B[Infrastructure and Support Manager]     B --&gt; C[Third Party Service Providers]     B --&gt; D[Infrastructure Analyst] </pre>	
4. <b><u>MAIN DUTIES/RESPONSIBILITIES</u></b>	
<ul style="list-style-type: none"> <li>• Provide first/second line troubleshooting, diagnosis and resolution to the user base in person, over the phone and via remote access</li> <li>• Provide first line support for the Infrastructure. (WAN, LAN, Servers, Backups, DR etc.)</li> <li>• Log all support related tickets via ITIL compliant ITSM platform</li> <li>• Manage time and prioritise accordingly to ensure incidents are resolved within SLA's.</li> <li>• To recognize and escalate issues to team members and the line manager as appropriate</li> <li>• Work with 3<sup>rd</sup> line support and third parties on complex tasks and configurations</li> <li>• Build, configure and install IT hardware (PCs, laptops, printers, smart phones etc.)</li> <li>• Upgrade hardware/software to maintain support, optimisation and security</li> <li>• Help with the control and management of company IT assets, hardware and software</li> <li>• Provide users with basic training on how to use computer systems</li> <li>• Monitor systems and services to pre-empt issues and identify potential optimisations</li> <li>• Help to ensure that system documentation is kept up to date.</li> </ul>	

5. <b>PERSON SPECIFICATION (SKILLS, QUALIFICATIONS, EXPERIENCE, TYPE)</b>	
<b>MUST HAVE</b>	<b>DESIRABLE</b>
<p><b>Personal Skills</b></p> <ul style="list-style-type: none"> <li>✓ Good Verbal Interpersonal skills</li> <li>✓ Good Organisational skills</li> <li>✓ Ability to work on their own initiative</li> <li>✓ Tact and diplomacy, Customer Focused</li> <li>✓ Adaptable and ability to learn new skills</li> </ul> <p><b>Technical Knowledge/Skills</b></p> <ul style="list-style-type: none"> <li>✓ Windows 10 and Server 2008R2 or above</li> <li>✓ MS Office</li> <li>✓ Good hardware knowledge</li> <li>✓ Understanding of Networks (WAN, LAN, OSI Model)</li> </ul>	<ul style="list-style-type: none"> <li>✓ Working knowledge of IP</li> <li>✓ Understanding of Cat 5 cabling</li> <li>✓ Server Management</li> <li>✓ Qualified to MCP, A+ or N+ standard</li> <li>✓ ITIL qualification</li> </ul>