Role definition

Job title:	Technical Infrastructure Analyst		
Reports to:	Technical Infrastructure Manager		
Business unit:	IT	Location:	Rugby/Tamworth

Many of our staff work flexibly, and in many different ways – remote working, part-time, time to do the school run – please talk to us on application or during the interview process about the flexibility you need. We can't promise to give you exactly what you want, but we are happy to explore what is possible for the role.

Summary

The Technical Analyst is responsible for the support of the commodity applications, directory services, application access, and server platform. The role will service multiple business divisions and functions with a common infrastructure that is standardised where appropriate and feasible. Adhering to the governance, compliance, technical standards and processes set to support the entire Morgan Sindall Group infrastructure environment.

The Technical Analyst must work with both internal staff and suppliers to ensure that the services are successfully delivered.

They will support the infrastructure architecture providing technical expertise, applying design principles and methodologies to ensure cost-effective and optimal use of resources and technology. They will evaluate and design solutions as required for business and customer requirements and help develop the strategic direction.

Key objectives

- **Support** – This position's core focus is to deliver services to the agreed level of capacity, availability and quality performance, within a strong security framework.

- **Maintenance and management –** ensure the infrastructure is appropriately managed and fit for purpose. Carry out appropriate maintenance routines, ensure that the environment is properly documented and that technical standards and principles are in place and adhered to.

- **Service delivery –** have a proactive approach to customer support. Build strong relationships within IT and support 1st / 2nd line as needed.

- **Project & Change** – work within project and change governance to deliver solutions to agreed timescales and quality

Principal responsibilities and accountabilities

- Responsible for infrastructure availability and support including but not exhaustive:
    - Active Directory, Azure AD, DNS, ADFS, PKI
    - Servers and operating systems
    - Messaging – Microsoft Exchange, Exchange Online, Mail Filtering
    - Unified Comms – Skype for Business
    - Archiving – Enterprise Vault
    - Anti-Virus – ePO, SentinelOne
    - Citrix, Remote desktop services, VMware Horizon
    - Database – SQL
    - Printing
    - File Storage, Directory management
    - Web filtering – Symantec/Cloud Proxies
    - Service monitoring – SCOM
    - Office 365
    - Azure
- Assisting in the management of appropriate support arrangements across all infrastructure services
- Provide 3rd line support for all infrastructure related issues, working and managing internal / external resources for quick and timely resolution
- To carry out capacity management to ensure that there is sufficient capacity in system performance and storage at all times
- Work with Business IT to establish requirements; evaluate new solutions, technologies and innovations, identify the business benefits that can be obtained and how these solutions could be implemented for the overall benefit of the business.
- Ensure standardisation across the group where practicable to ensure common solutions are delivered
- Maintain and understand disaster recovery plans
- Provide technical and design support for the provision of business specific solutions and ensure agreed standards for both service and compliance are adhered to.
- Continually assist the Service desk so that they can provide effective support
- Assist or lead vendor management and service reviews

Qualifications and training

- ITIL
- Hold industry relevant qualifications such as MCSE

Technical skills and experience

- Good proven experience of managing key stakeholders at all levels in the business
- Excellent communicator with an aptitude to communicate at both a technical and business level, with a particular aptitude to explain technical solutions in business terms
- Excellent written and presentation skills, and strong attention to detail
- Outstanding problem solving and troubleshooting ability
- Experience in the required technologies