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Job opportunities

Position details

Position: **Infrastructure Support Analyst Fixed Term Contract – 24 months**

Hours: **37**

Salary: **Grade 5 - from £33,945 - £36,648**

Location: **Exeter, Honiton, Newton Abbot**

Vacancy type: **Fixed term**

Closing date: **29ᵗʰ July 2024**

Job pack and application

Please visit the **Strata website** for a job pack (If External applicant) Please visit the Strata Intranet (If Internal applicant)

If you experience any difficulties applying for these roles please contact the HR team.

Strata Human Resources
East Devon District Council
Blackdown House
Border Road
Heathpark Industrial Estate
Honiton
EX14 1EJ

Phone: 01395 517553

Email: hr@eastdevon.gov.uk

Infrastructure Support Analyst - *Fixed Term Role (24 Months)*
Exeter/Honiton/Newton Abbot
Grade 5

At Strata we are passionate about our people and about our technology as well as our digital transformation. We pride ourselves on our integrity towards our colleagues and clients as well as providing service excellence at all times. We are collaborative in the way in which we work, our fast-paced environment provides many opportunities for exposure to new technologies and methodologies.
As a local Government owned business, our people are at the heart of what we do our objective being to provide an inclusive environment where everyone can contribute to the progression of our organisation.
An exciting opportunity has arisen for an **Infrastructure Support Analyst** to join our team on a Fixed Term Contract for 24 months. The primary focus of the role will be to support the business-as-usual functions within the Infrastructure team, in particular with regard to escalated incidents, problems and service requests.
In this role you will be a confident and professional communicator who is able to interact with our clients and key stakeholders, with a broad understanding of IT systems, architectures as well as infrastructures.

The Role
- Deliver a professional, technical customer focussed ICT support for Strata's customers.
- Take responsibility for incident and problem management that cannot be resolved by the Service Desk team.
- Work alongside the Business Systems and Infrastructure teams as well as third party hardware and software suppliers in relation to fault resolution.
- Provide application packaging and deployment responsibilities for incident management and upgrades.
- Carry out pro-active monitoring of IT infrastructure to identify issues before they become service impacting.

You're Experience
You will demonstrate proven experience within:
- In depth knowledge of desktop and Enterprise software.
- Troubleshooting principles, methodologies and incident resolution techniques.
- Knowledge of ITIL.

The Essentials
You will have a proven track record in:
- Competent communicator able to build collaborative relationships with clients, suppliers and colleagues.
- Excellent written, oral and interpersonal skills.
- Taking ownership and accountability for work undertaken.

What's in it for you?
We offer a competitive package which includes:
- Salary – from £33,945 to £36,648
- Significant employer contribution to the Local Government Pension Scheme.
- 37 hour working week – Flexible working, as well as options to undertake hybrid working.
- 28 days holiday.

If you feel you have the blend of skills that we require and would like to apply for this role, please send your CV with a covering letter to jayne.coppin@strata.solutions by Monday 29th July.

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JOB DESCRIPTION

POST TITLE: Infrastructure Support Analyst (2 year fixed term)

REPORTS TO: Infrastructure Manager

RESPONSIBLE FOR: No direct reports; assists manager with infrastructure work co-ordination; manages external contractors

GRADE & SALARY   Grade 5

OVERALL PURPOSE OF ROLE:

Post holder purpose is to deliver a professional, technical and customer focused ICT support service for all Strata's customers. Responsible for Incident and Problem Management that cannot be resolved by the Service Desk Team. The Analyst will work alongside Business Systems and Infrastructure Teams as well as third party hardware and software suppliers in fault resolution. Following successful resolution of the problem, the Analyst will be responsible for fully documenting the fix in Strata's knowledge base, and where appropriate implement a permanent solution to ensure the problem does not reoccur. Analysts will provide application packaging and deployment responsibilities for incident management and upgrades.

CORE RESPONSIBILITIES

1. Manage support tickets and problems escalated by the Service Desk team, in accordance with Call Management procedures and service level agreements.
2. Investigate and analyse incidents and problems to identify root cause, implementing fixes wherever possible or escalating to other team members as necessary.
3. Record, track and document the problem solving process, including all successful and unsuccessful decisions made and actions taken to final resolution.
4. Proactively monitor system health using automated monitoring tools and take appropriate pre-emptive action to prevent Incidents and Problems occurring.
5. Manage the application packaging process for Strata.
6. Carry out ASM system maintenance and development.
7. Assist with testing of new software under development or considered for purchase.
8. Respond pro-actively to identify recurring issues and trends, suggesting improvements to prevent future incidents that will serve to enhance the overall system performance.
9. Stay up to date with the latest IT trends and technologies in order to enhance personal knowledge and provide enhanced support to users
10. Provide regular input to the Service Improvement Plan.
11. Contribute to Business as Usual (BAU) and provide assistance to your Line Manager with any other duties pertaining to the role.

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OUR VALUES form the behaviours that we expect from all of our team, these help us to assess your performance in the role.

VALUE	DESCRIPTION	ESSENTIAL (E) DESIRABLE (D)
SELF DEVELOPMENT	Wanting to improve ourselves, and looking for different ways to learn	E
TEAM	Actively participates as a member of a team, pro-actively contributing to the completion of objectives.	E
RESULTS	Demonstrates drive and passion to achieve objectives	E
ACCOUNTABILITY	Demonstrates ability to focus on completion tasks and can ensure tasks are completed within deadlines.	E
TRUST	Able to build lasting relationships which demonstrate reliability, integrity and consistency	E
ADAPTABILITY	Having flexibility in handling change as well as adapting to new situations with fresh ideas or innovative approaches.	E

SIGNATORY   **PRINT NAME**   **DATE**

Job holder --------------------   ----------------------   -----------

Line Manager------------------   ----------------------   -----------

This job description is not an exhaustive list and will be updated annually to reflect job requirements in accordance with our performance management process. From time to time the post holder may be asked to perform additional tasks which are not detailed within the core responsibilities for this role

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PERSON SPECIFICATION we use this criteria not only to assess your skills coming into the role but to ensure that we evaluate the requirements fairly.

Criteria	Requirements	E/D	Method of Assessment
Education Training	• Minimum of 4 GCSES grade C and above (including IT)	E	**Application**
	• Any other relevant IT qualification.	D	
	• A minimum of 1 year within a similar type role.	D	
Knowledge	• In-depth knowledge of desktop and Enterprise software	E	**Application/ Interview**
	• Troubleshooting principles, methodologies and incident resolution techniques	E	
	• Knowledge of ITIL	E	
	• Understanding of Active Directory, Group Policy and Group Management	E	
	• Knowledge of scripting i.e. PowerShell	E	
	• Knowledge of automated monitoring tools such as PRTG	E	
Skills and Abilities	• Very Strong Customer Service Orientation	E	**Application/ Interview**
	• Strong team player	E	
	• Excellent verbal and written communication	E	
	• Exceptional trouble shooting and incident resolution skills	E	
	• Be able to interpret software logs to identify errors	E	
	• Be able to configure automated monitoring tasks	E	
	• Be able to prioritise competing demands	E	
	• Interpret data to discover trends in problems and incidents and recommend preventative solutions.	E	
	• Experience in applying service packs, hot fixes and firmware upgrades to software and hardware.	E	
	• Identifying bugs in code and database stored procedures and implementing appropriate fixes	E	
	• Deploying and installing desktop software	E	
Other	• A valid driving licence and own car with business insurance (reasonable adjustments may be possible according to the Equality Act)	E	**Application**
	• Willingness to undertake Out of Hours duties as part of a scheduled rota (for which an additional allowance will be paid)	E	

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RISK ASSESSMENT PROFILE
[RAP forms part of the Job Description please ensure a copy is always attached]

This role has been assessed for risk and the following table highlights the demands of the role and the level of risk that may be prevalent in the job when carrying out normal day to day activities. The following key has been used to provide a guide.

Level 1	Seldom or never	Level 4	Regular (2-3 times per week)
Level 2	Occasionally (once a month)	Level 5	Daily
Level 3	Fairly regularly (1 per week)		

Potential risks and hazards	Level of Frequency
Computer user	5
Car driving	3
HGV, LGV driving	1
Prolonged sitting, standing	5
Exertion (other than lifting)	1
Lifting	2
Manual handling – repetitive movements, bending twisting	1
Working with the public	2
Face to face contact with abusive customers	2
Lone working	2
Night working = 3 hrs or more between 11pm & 6am	1
Shift working	3
Use of chemical and or skin irritants	1
• Head phone use/ auditory performance / noise	1
❖ Hand arm vibration / noise	1
❖ Use of machinery / noise / vibration	1
Outside working / inclement weather	1
Exposure to the sun through outside working	1
Working at heights (above 2 metres)	1
Working in confined spaces	1
Risk of exposure to bodily fluids	1
Risk of contact with infectious diseases	1
Risk of exposure to asbestos	1
Other - please specify	

- Any post identified in levels 2-5 will require a hearing test if decibel levels are above 80 [If unsure please check with Health & Safety Officer]

❖ Any post identified in levels 2-5 will require a hand arm vibration screening test