

Infrastructure Support Analyst

Lansdowne House

Bumpers Farm, Chippenham

Closing date – 30th June 2021

At Woods Valldata, we highly value our staff and believe that every role is important within the organisation. We are always on the lookout for like-minded, hard-working, passionate and committed individuals to join our team.

We have an exciting opportunity for an experienced IT professional to join our in the role of Infrastructure Support Analyst. The successful applicant will assist in developing a best practice IT team approach to deliver the organisation's technology and data requirements with efficiency and effectiveness.

Based in Chippenham, Wiltshire, we are minutes from the M4 and within easy reach of Swindon, Bath, Bristol. Here, we are lucky enough to enjoy great surroundings in an impressive brand new, purpose-built building.

Our building has been designed to accommodate all our services and staff under one roof. There are communal break out areas, dining facilities, on-site parking, and meeting rooms equipped with the latest technology. Our workforce is currently 150+ staff and everyone contributes to the fun, friendly atmosphere.

Role Description

- Title:** Infrastructure Support Analyst
- Reporting To:** Infrastructure Manager
- To:** Protect and deliver IT Services across Woods Valldata to both internal and external clients
- In a way that:** Is client and service focused. Delivering its services on time and working to requirements
- So that:** Woods Valldata has a sector leading information technology services, which are secure and available

Key priorities:

- **Absolute security of systems and data** – taking no risks with system and data security. Ensuring all correct techniques within Infrastructural Operations are used to ensure system and data security is paramount
- **Client Service** – Ensure exceptional client service by maintaining up-time of all systems
- **Analytical approach** – ensure that a clear analytical approach is taken during incident lifecycles, keeping in mind best practice diagnostic approaches
- **Confidentiality** – is professional and confidential always, conducting yourself with integrity in all matters relating to the company its information, reputation and its employees and clients

Experience/Knowledge:

- Microsoft stack e.g. Desktop OS / Server OS
- AD, DNS, DHCP, Group Policy
- Networking/Switching (DELL, HP and Cisco with Cisco preferable)
- Firewalls (Cisco ASA / Firepower preferable)
- LAN/WAN (ACLs / Segmentation / VLANs)
- Microsoft Azure
- Virtualisation (Both Hyper-V & VMWare)
- Storage technologies (SAN/NAS)
- Security implementations (WSUS / Antivirus / SIEM / IDS or IPS / MFA)
- Previous experience of Linux / Apple systems would be advantageous but not essential.
- Previous experience with formalised compliance and security i.e. ISO 27001 / PCI / Cyber Essentials
- DATTO backup systems

Important priorities:

- Ensure operational queue and incidents are properly maintained and updated at all times
- Ensure continued compliance and adherence with PCI and GCRTS and other relevant standards at all times
- Participate and take an active role in regular improvement discussions with others within IT and with key stakeholders in the wider business
- Participate and take an active role in meetings, offering opinion, and helping lead discourse
- Ensure you are aware of and adhere to the company policies in particular around security, systems, data and compliance

Departmental Responsibilities:

- Assist in developing a best practice IT team approach to deliver the organisation's technology and data requirements with efficiency and effectiveness
- Assist in management, planning and delivery of quality IT changes across the Woods Valldata
- Participate and contribute to the day to day operations, ensuring continuous improvement
- Help ensure IT Infrastructure Team are adequately addressing capability issues
- Monitor operational queue to deliver timely resolutions to issues, queries and faults
- Be aware of all security policies and ensure you are aware of them and their importance
- Ensure adherence to the IT incident management policy and that effective communications are maintained during times of priority incidents.
- Ensure priority requests are responded to and aligned with IT governance and control
- Ensure all IT processes are always adhered to
- Provide out of hours support on a rota basis

Key performance indicators:

- System up time to be 99.9%
- Resolve an average of 30 tickets per week

Person Specification:

- Self -motivated and flexible in their approach
- Agile, adaptable, and capable of learning new technologies
- Driven to deliver the highest standard
- Collaborative and can build effective relationships