

Role Description

Title: IT 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 Group 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:

- Helpdesk experience, offering hardware/software support both remotely and in-person (Zendesk preferable)
- Microsoft stack e.g., Windows 10-11 / Windows Server 2012 R2 – Windows Server 2022
- Office365 administration including Exchange, Teams, OneDrive, SharePoint
- Virtualisation (VMware preferable, vSAN would be advantageous)
- Active Directory, DNS, DHCP, Group Policy, Printer management
- Networking/Switching (DELL and Cisco preferable)
- Firewalls (Cisco Firepower / FortiGate preferable)
- Microsoft Azure cloud services
- Security and patching implementations (WSUS / Antivirus / SIEM / IDS or IPS / MFA)
- Previous experience of Linux / Apple systems would be advantageous but not essential.
- Previous experience of administering SQL server or IIS services would be advantageous but not essential.
- Previous experience with formalised compliance and security i.e., ISO 27001 / PCI / Cyber Essentials

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
- Excellent communication skills – verbal and written
- Problem solving and analytical skills.

- Self-motivated and the ability to work both independently and as part of a team.
- Participate and take an active role in regular improvement discussions with others within IT and with key stakeholders in the wider business.
- 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 Group
- 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 adhered to at all times

• Key performance indicators:

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

Obligations:

- a. This job description is subject to the Policies and Procedures of the Company and all staff are required to acquaint themselves with those applicable to this post.
- b. Under the Health & Safety at Work Act 1974, the Company has a duty to ensure as far as is reasonably practicable, the health, safety, and welfare of all its employees. There is also a duty of care on all employees under the same legislation. There is a written statement on general policy regarding Health & Safety at work. Your attention is particularly drawn to this policy, and you must make yourself aware of its contents.
- c. This job description will be subject to annual review and amended to meet the changing needs of the Company.

This job description is subject to the Terms and Conditions of service of the company.

We are one team. We strive for the highest standards. We take ownership. We believe in people. We show integrity.