

JOB DESCRIPTION

Job title	Infrastructure Analyst
Sector/Function	IMT
Department	Infrastructure
Reports to	Infrastructure Architecture Manager
Grade	3

Job purpose	<p>The Infrastructure and Security Analyst role provides support within the Infrastructure team. This role serves to administer and maintain the organisation's IT infrastructure, focusing on compute, storage, network and cybersecurity systems in both on-premise and cloud environments.</p> <p>In this position, the Analyst is responsible for ensuring the optimal performance, reliability, and security of the infrastructure systems, working alongside and under the guidance of senior infrastructure roles. This involves day-to-day system administration tasks- and proactive monitoring of system health as well as maintenance activities.</p> <p>The Infrastructure and Security Analyst is also tasked with providing initial 3rd line technical support, contributing to the resolution of infrastructure and cybersecurity issues. This role aims to enhance system security, stability and performance while reducing downtime.</p> <p>The Analyst may be required to participate in cybersecurity incident responses, assisting in the technical processes of identifying, mitigating, and resolving security threats.</p> <p>Additionally, this role is charged with maintaining comprehensive and up-to-date system documentation. This involves recording system configurations, procedures, and changes, contributing to an accessible knowledge base within the team.</p> <p>This role is ideal for individuals with established foundational technical experience, looking for personal and professional development within the realm of IT infrastructure and cybersecurity.</p>
Key accountabilities	<p>System Administration and Maintenance</p> <ul style="list-style-type: none"> • Carry out daily administrative tasks on the IT infrastructure systems. • Monitor system health and performance to ensure optimal operations. • Assist in the administration and maintenance of compute, storage, network and cybersecurity systems across on-premise and cloud environments. <p>Technical Support</p> <ul style="list-style-type: none"> • Provide initial 3rd line technical support, aiding in the resolution of infrastructure and cybersecurity issues. • Work under the guidance and direction of senior specialists to troubleshoot and resolve system issues. <p>Cybersecurity Incident Response</p> <ul style="list-style-type: none"> • Assist in technical processes during cybersecurity incident responses,

	<p>under the guidance of senior team members.</p> <ul style="list-style-type: none">• Help identify, mitigate, and resolve security threats effectively. <p>System Documentation</p> <ul style="list-style-type: none">• Help maintain comprehensive and up-to-date system documentation.• Record system configurations, procedures, and changes to keep the knowledge base current and accessible. <p>Collaboration</p> <ul style="list-style-type: none">• Collaborate with other team members and stakeholders.• Provide support to the infrastructure management and specialist roles, under their direction and supervision. <p>Continuous Learning</p> <ul style="list-style-type: none">• Stay updated with industry trends, emerging technologies, and best practices in IT infrastructure management and cybersecurity.
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Dimensions	Direct reports	0
	Total staff overseen	0
	Internal contacts	All business Functions
	External contacts	Vendors
	Planning outlook	18 months
	Problems solved	As per Technical Support above.
	Financial authority	N/A

Job title	Infrastructure and Security Analyst
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Area	Essential	Desirable
Personal effectiveness	<ul style="list-style-type: none"> • Basic understanding and experience in administering and maintaining compute, storage, network and cybersecurity systems. • Desire to learn and grow technical expertise in infrastructure management. • Ability to troubleshoot and resolve infrastructure issues (with the guidance of senior team members.) • Strong problem-solving skills. • Good written and verbal communication skills, with the ability to convey technical information effectively. • Capability to produce clear, accessible, and comprehensive system documentation. • High degree of self-motivation with the willingness to learn and develop professionally. • Strong organisational skills, capable of managing multiple tasks and meeting deadlines. • Flexibility to adapt to changing needs and priorities, and resilience in overcoming challenges and obstacles. • Ability to work effectively as part of a team, collaborating closely with colleagues and stakeholders. • Readiness to take direction and learn from more senior team members. • Good attention to detail, ensuring tasks, especially system documentation, are completed thoroughly and accurately. • Ability to identify potential issues through a detailed review of technical data. • Experience within IT best 	<ul style="list-style-type: none"> • Prior experience working to security best practices (e.g. ISO 27001, Cyber Essentials Plus) for administering IT infrastructure and cybersecurity systems. • A creative mindset that is open to new ideas and approaches.

	<p>practices, including ITIL or other service management frameworks.</p> <ul style="list-style-type: none"> Eagerness to apply these best practices to day-to-day work to ensure the efficiency and effectiveness of IT services. 	
Technical effectiveness	<ul style="list-style-type: none"> Foundational knowledge and experience in administering and maintaining compute, storage, network and cybersecurity systems across both on-premise and cloud environments. Familiarity with various IT platforms, operating systems, and network technologies, including: <ul style="list-style-type: none"> LAN/WAN (incl. VPN) Microsoft Windows server and client operating systems Virtualisation platforms Microsoft 365 Microsoft Active Directory Microsoft Azure Active Directory Cybersecurity tooling (Malware prevention, software/hardware firewalls, encryption, etc.) Microsoft Windows (incl. deployment services) Ability to create, maintain, and update comprehensive system documentation, capturing system configurations, procedures, and changes effectively. Understanding of documentation tools and standards. Experience in providing 2nd / 3rd line technical support, helping resolve infrastructure and cybersecurity issues. Basic understanding of IT security principles and best 	<ul style="list-style-type: none"> Certifications in relevant areas such as on-premise and cloud architecture (e.g. CompTIA A+ / Network+, Microsoft, Oracle, Cisco, VMware) IT service management (e.g., ITIL Foundation) Cybersecurity certification (e.g. CompTIA Security+, etc.) Familiarity with the configuration, administration and maintenance of any of the following: <ul style="list-style-type: none"> Cisco networking Major-brand server hardware (Cisco, HP, Dell, etc.) Major-brand datacentre storage hardware Unified Communications (e.g. Cisco Call Manager, Teams, etc.) Microsoft Windows (incl. deployment services)

	<p>practices.</p> <ul style="list-style-type: none">• Willingness to assist in responding to cybersecurity incidents, contributing to identifying, mitigating, and resolving threats.• Commitment to stay updated with the latest technological advancements, cybersecurity trends, and best practices in IT infrastructure management.• Drive to continuously improve technical skills and knowledge, applying new learnings to the role.	
Acquired experience & qualifications	<ul style="list-style-type: none">• Good standard of written and spoken English• Strong written and verbal communication skills• Minimum 3 years' experience working in a technical role (with relevance to compute, networks, storage and cybersecurity)	<ul style="list-style-type: none">• Excellent communication skills, with the ability to convey complex technical concepts to diverse audiences.
Other Requirements		