University of Staffordshire

Role Descriptor

Role Title:	Infrastructure Analyst (INF24-024)
School/Service:	Infrastructure
Normal Workbase:	Your normal place of work is the Stoke Campus, but you will be required to work or be based at any premises the University occupies or any other reasonable location where the University is undertaking its business.
Grade:	6
Role Family:	Technical Expert
Reporting To:	Network & Infrastructure Manager
Responsible For:	None

Summary of the Role

Provide technical support to students and staff to resolve infrastructure and associated systems issues and undertake routine changes to the University's digital infrastructure and associated platforms.

Key Accountabilities

1. Provide timely and effective technical support to students and staff, resolving infrastructure and associated systems issues, diagnose and troubleshoot technical problems within the University infrastructure.

2. Perform regular maintenance on the University's infrastructure, including updating software, applying patches, and ensuring hardware is functioning optimally and to ensure that all digital system configurations are current and secure.

3. Design, implement and configure IT infrastructure solutions including servers, storage, backup solutions, and cloud services. Ensure that these solutions meet the University's needs and adhere to best practices and industry standards.

4. Monitor the performance and availability of infrastructure components to ensure they are functioning optimally. Identify and address performance bottlenecks and implement improvements to enhance system efficiency and reliability.

5. Respond to and resolve incidents and problems related to the IT infrastructure. Perform root cause analysis, document issues, and implement corrective actions to prevent recurrence and minimise disruption to operations.

6. Manage and track support requests and incidents using the ticketing system, prioritising and escalating issues as needed, ensuring timely resolution and effective communication with users and ensuring KPIs and SLAs are met

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Role Dimensions

Qualifications

To be successful in this role you will need to hold the following qualification requirements:

- ITIL ® Capability Module - Operational Support & Analysis (Intermediate) ITIL ® Lifecycle Module - Service Operation (Intermediate) or equivalent qualification or experience

- Degree in a related computing subject or equivalent qualification or experience.

Experience and Knowledge Requirements

To be successful in this role you will need to demonstrate:

- Knowledge, understanding and experience of infrastructure configurations, physical and virtual servers, SANs, WAN topologies, HA/clustering, dynamic allocation policies, number of processors, amount of memory and storage allocations, and external interfaces RF subsystem components, number of access points etc.
- Knowledge and experience of relevant procedures for the installation, testing and commissioning of supplier specific equipment and software in all legitimate operational environments
- Knowledge and experience of standards associated with digital risk and security practice nationally and internationally, published by authorities such as IEEE, IEC, BSI, ISO. IISP, ISACA
- Knowledge of all fundamental elements of hosting and cloud technologies (including Azure Cloud and Azure Kubernetes Service), including: design; planning; security and compliance; integration; provisioning; cloud storage; virtualisation and be able to consider the above in the context of the related business environment
- Knowledge and experience in networking and communications related concepts such as topological design, load balancing, virtual distributed firewall, and overlay networks

Core Competencies

As a University we have aligned success, in all roles, to the demonstration of all ten Behavioural Competencies that bring our Values to life. Demonstrating these Behaviours is a critical part of a successful career at the University of Staffordshire. Whilst you are expected to demonstrate all ten behaviours, five core behaviours have been identified as essential for success in the Technical Expert role family as follows:

Self-Aware and Never Stops Learning
Invests time in their own development - seeks feedback and works to role model the University values. Holds their hands up to mistakes and learns from them. Is genuine and straightforward in their dealings with others. Demonstrates tact and diplomacy in difficult situations, reflecting on the learning in every situation, good and bad.

Service Excellence
Understands their internal and external customers and their wants and needs. Works consistently to deliver a service that exceeds customer expectations. Takes pride in delivering service excellence.

Personal Credibility
Takes pride in doing a great job. Demonstrates energy and commitment in all aspects of the role. Focuses on the things that make the biggest difference to the University, the team and the department.

Leadership
Demonstrates leadership of self or self and others if in a management role. Takes responsibility for own actions and where in a manager/leader role, the actions of their team. Demonstrates the University values consistently in the way they work. Inspires others by their actions.

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Demonstrates a positive approach to working with University systems, software and technology. In an ever-changing environment seeks out opportunities to embrace change using digital skills, software, and technology to improve processes and drive behavioral and organisational change.

University Responsibilities

The weekly hours and days of work are outlined in the contract of employment. However, the nature of university business may require the post-holder to occasionally work outside core hours at evenings and weekends to ensure continued delivery of an excellent student and customer experience.

All staff are responsible for looking after their own health, safety and wellbeing and that of others who may be affected by their acts or omissions.

All staff are required to minimise environmental impact in the performance of their role and to actively contribute to the delivery of the University's Environmental Sustainability Policy.

Variation to Role Descriptor

The role descriptor summarises the main duties and accountabilities of the post and is not comprehensive: the post-holder may be required to undertake other duties of similar level and responsibility. The University reserves the right to vary the duties and responsibilities set out within this role descriptor.

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