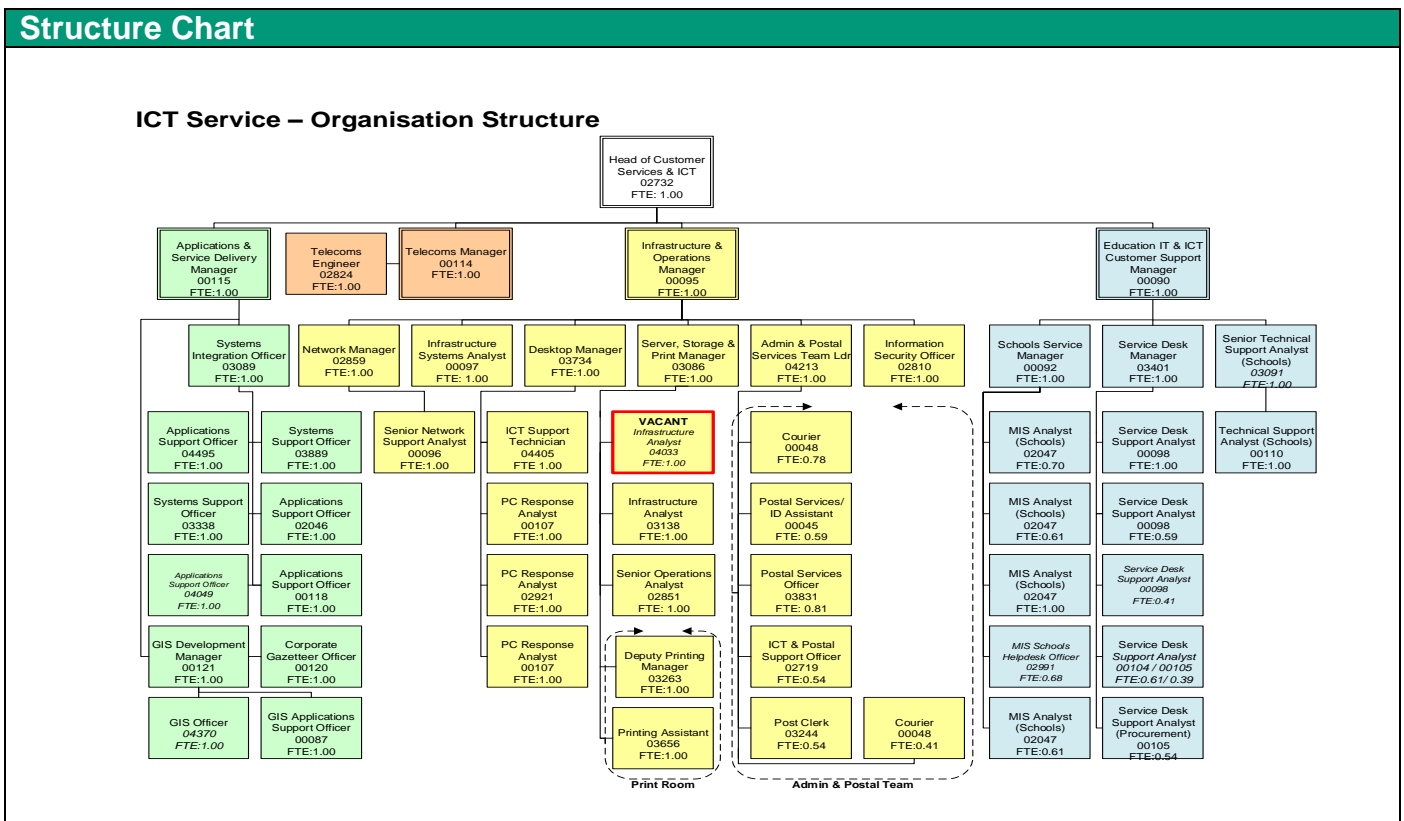


Job Description and Person Specification

Job title:	Infrastructure Analyst
Directorate:	Resources
Service:	Customer Services and ICT
Team:	ICT Operations
Post number:	04033
Salary grade:	Grade GH
Work location:	Market Street Offices, Newbury
Reports to:	Server and Storage Manager
Supervises:	None

- ### Job Purpose
- To support, maintain, and develop the Council's Citrix and Application Deployment environment.
 - To provide additional capacity and cover for all disciplines of the ICT Operations Team.
 - To develop and adopt responsibility, as required, for operational processes from all disciplines within the ICT Operations Team.
 - To assist in ICT Operations Projects as and when required.



Main Duties and Responsibilities

- To be responsible for the Corporate Citrix and Application Deployment environment ensuring it is robust and 'fit for purpose' at all times. This will include
 - Citrix Maintenance and Development
 - Citrix Customer Support
 - Application Sequencing / Packaging / Deployment
- To assist with the major aspects of the ICT Operations Team 'day to day' activities, and to provide operational cover for these duties during absence or reduced capacity. These will include but not limited to:-
 - IT Security Systems – Anti-Virus; Content Filtering, etc.
 - Directory Services (AD)
 - Email (MS Exchange) and associated systems
 - Centralised Desktop PC Management and Application Deployment (SCCM)
 - Server Management
 - Storage Management
 - Backup Systems
- To assist ICT Operations Team colleagues in the investigation and resolution of assigned support tickets.
 - To allow further capacity within the ICT Operations Team by developing/ accepting and operating delegated tasks and procedures in the following disciplines: Email (MS Exchange) and associated systems
 - IT Security Systems – Anti-Virus; Content Filtering, etc.
 - Networking
 - Server Management
 - Storage Management
 - Backup Systems
- To provide additional assistance for ICT Operations projects either by accepting directly assigned duties or by providing 'back fill' to allow colleagues to commit to project work & assisting with any work packages generated.
- To provide absence cover / additional capacity for the ICT Data Centre 'Day to Day' activities.
- Comply with WBC health and safety policies, procedures and rules, taking reasonable care of yourself and others.
- Adhere to the standards set out in the WBC competency framework.

Scope (impact on / control of resources, people, money etc)

During periods of cover and / or whilst performing delegated tasks, this post may assume a very high level of responsibility. Operational decisions are expected that can impact the security and operation of the entire ICT Infrastructure.

Person Specification	
Qualifications	Essential / Desirable
Educated to A-Level standard or equivalent.	E
Recognised qualifications in any of the following disciplines: Windows Server (2008/12/16); Active Directory; MS Exchange; Citrix and Application Packaging; Anti-Virus Systems; LAN/WAN Networking; vmWare; SCCM.	D
Experience	
A minimum of 3 years ICT Infrastructure experience with proven track record.	E
Knowledge and understanding	
Must be able to demonstrate knowledge of ICT Operational and Support techniques.	E
Ability to identify and report error conditions on a wide range of hardware and software platforms.	E
Skills and abilities	
Proven Problem Solver.	E
Technical Skills in –	
Microsoft Windows Client & Server Operating Systems	E
Citrix	D
App-V Package Management	D
Anti-Virus and Security	D
eMail (MS Exchange) and associated systems	D
IT Networks	D
Self-Starter / ability to work alone or unsupervised.	E
Good communicator at all levels of WBC staff.	D
Work-related personal qualities	
Attention to detail & quality of work produced.	E
Creativity / Problem Solving.	E
Proven ability to Learn.	E
Awareness & adherence of standards and mitigation of risks.	E
Other work-related requirements	
Must be prepared to work outside normal business hours as situations demand.	E
Ability and willingness to travel occasionally.	D