**Yorkshire Housing Role Profile**

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| **Job title:** | Infrastructure Analyst | **Leader of others:** | Yes |
| **Reports to:** | Infrastructure Manager | **Contract type:** | Agile - Homeworking |
| **Business Area** | Technology, Innovation and Change | **Budget holder?** | No |

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| **Role purpose** |
| The Infrastructure Analyst will work as part of a team to implement, develop, integrate, manage, support and maintain all infrastructure.They will transition new Infrastructure and services into ‘business as usual’ support and maintenance. The role holder will ensure that performance and security is maintained and will deliver upgrades, fixes and product enhancements in a controlled environment.They will liaise with third-party software suppliers for the infrastructure under their remit and will support both the operational environment and the Change Portfolio, acting as subject matter expertise to ensure a smooth transition of all change into operations. As part of the Technology, Insight and Change Directorate, the role holder will work collaboratively with their peer group and the wider business to strive to deliver an exceptional colleague and customer experience.  |

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| **Key responsibilities** |
| **Technology Operations*** Future thinking by horizon scanning for developments in Technology, to ensure best use of available and emerging technology.
* Undertake the phasing out redundant technology
* Deliver within established SLAs to drive a customer focused performance culture
* Transition new Infrastructure from development into production “business as usual” operations, ensuring the delivery of non-functional requirements
* Contribute to a culture of continuous improvements across Yorkshire Housing and continually challenge to improve processes, procedures, standards and approaches.
* Support major Technology incident recovery and contribute to effective disaster recovery plans and methods to ensure business continuity.
* Undertake 3rd line support, advice and guidance to end users, typically following escalation from the ICT Service Desk, including developing knowledge base articles and procedures to enable users to self-serve
* Carry out maintenance, system administration and monitoring routines to ensure infrastructure stability, data integrity, resilience, security and compliance
* Follow Change Management procedures when deploying live infrastructure, including coordinating and carrying out user acceptance testing
* Execution of testing and installation software patches, updates and releases ensuring minimal disruption to users
* Continually improve processes, procedures and standards
* Maintain effective communication with existing business information system providers and other relevant third-party organisations to ensure issues are resolved promptly, and to maintain Yorkshire Housing awareness of product roadmaps.
* Attend external user groups and account review meetings with suppliers as required
* Develop effective relationships with other organisations using the same infrastructure keep abreast of new developments, and technologies to ensure that Yorkshire Housing implementations reflect current thinking and good practice

**Portfolio Delivery*** Provide specialist technical support and assistance to the portfolio ensuring that architectural designs are translated into operational infrastructure and processes.
* Act as SME to deliver critical Technology projects and upgrades, ensuring infrastructure is kept up to date and are delivering the needs of the business.
* Creation of nonfunctional requirements and promote a culture of security by design across Yorkshire Housing
* Document all customisations to ensure future supportability.
* Provide technical support to the Portfolio Delivery Team in relation to technical issues

**Communication & engagement*** Form positive close working relationships with stakeholders across Yorkshire Housing
* Communicate technical issues in a clear and coincide way which can be understood by a non-technical audience
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| **What you’ll bring to the role** |
| **The main things:** |
| * Relevant technical certification or equivalent gained through experience
* Ability to provide technical expertise, guidance and assurance to a complex change portfolio
* Experience undertaking ‘BAU’ operations, administration, maintenance and support of infrastructure including transition from Change to ‘BAU’
* Great communication and interpersonal skills, with an approachable style.
* Excellent analytical and problem-solving skills
* Experience of testing, including creating test plans and recording results
* Adapt at working to deadlines amidst competing priorities
* Experience of delivering 3rd line support
* Proficient in the use of Microsoft Office products (Teams, Exchange, Onedrive, Sharepoint etc)
* Azure Cloud infrastructure, configuration & management
* Organised and self-motivated, able to work in a team and with minimal supervision
* Experience of administering and supporting infrastructure including DHCP, DNS, AD etc
* Experience of testing, including creating test plans and recording results
* Experienced in Virtualisation and Backup Technologies
* Administration of Intune and Wsus Patch Management
* Willing to work outside of normal business hours, on an occasional basis
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| **A bonus if you have:** |
| * Experience of working in a structured ITIL aligned culture
* ITIL Foundation qualification
* Experience of maintaining, administering and supporting integrations between systems
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| **Our values:** |
| Our values describe what matters most to us, and what our colleagues should expect from each other. We’re all expected to show how we support and live up to these values in our work. **Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say.**Be curious** • Think differently • Ask questions • Keep learning.**Make it happen** • Own it • Do it • Be empowered.**Achieve impact** • Do things that matter • Deliver results • Show pride and passion.**Have fun** • Enjoy work • Be yourself • Stay connected.We want colleagues to feel free to be themselves - so we’re all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you’d expect, we’re responsible for our own health and safety, following our policies and doing any training needed for our roles.  |