Cloud and Infrastructure Analyst IT

Overview	
Role Purpose	Providing technical support and management to the NHG Cloud and infrastructure systems and ensuring security and operation.
Responsible for	- Maintaining Cloud and infrastructure services and ensuring its security, availability, and reliability - Day to day incident and problem management of the infrastructure services - Managing changes to Cloud and network infrastructure to make sure they are kept up to date - Ensuring the delivery and implementation of agreed technical solutions - Support the IT disaster recovery and business continuity process including backup and recovery within agreed RTO and RPO's - Responsible for day-to-day change management of the Cloud and Infrastructure environment
Reports to	Cloud Operations Manager
Line management	None
Tier	7
Expectation Level	Colleague
Role relationships	
Internal	All business stakeholders
External	External suppliers for Cloud, datacentre, and network components

Specific designated, regulatory compliance requirements	N/A
Other key data (i.e., size of operation, units managed, size of programme etc)	N/A

Role accountabilities

Infrastructure Strategy
- Input into the Infrastructure / IT Operations Strategy and input into the budgeting process for IT Operations

IT Security
- Obtaining and acting on vulnerability information and facilitates security risk assessments, business impact analysis and accreditation on complex infrastructure systems.

IT Infrastructure Management

Role accountabilities

- Monitors the infrastructure services and proactively manage the health of the infrastructure components
- Plans and manages implementation of processes and procedures, tools and techniques for monitoring and managing the performance of automated systems and services.
- Perform hardware and software upgrades to ensure infrastructure systems remain up to date and are reliable

Infrastructure Innovation
- Identify/define logical and innovative solutions to complex problems and drawing up and presenting proposals to the IT management

Continuity Management
- Assist in the assessment of risks to the availability, integrity and confidentiality of infrastructure that support critical business processes.

Project Management
- Supports and implements infrastructure project deliverables. Implements and test new solutions, based on the solution design and standards
- Assists in Identifying, assessing, and managing risks to the success of the project.

Availability Management
- Implements arrangements for disaster recovery and documents recovery procedures. Conducts testing of recovery procedures.
- Delivers and ensures infrastructure services availability and support meets agrees service level.
- Assists with IT disaster recovery and business continuity planning and testing. Ensures backup and restore of data and applications as required

Change Management
- Ensures all infrastructure changes are implemented through the change management process
- Evaluates risks to the integrity of service environment inherent in proposed implementations (including availability, performance, security, and compliance of the business services impacted)

Capacity Management
- Monitors service component capacity and initiates actions to resolve any shortfalls according to agreed procedures.

Security Administration
- Maintains appropriate administrative access to the infrastructure. Revoke administrative access in a timely manner in line with HR lists and HR / manager requests

Problem Management
- Determines problem fixes/remedies and assists with the implementation of agreed remedies and preventative measures

Incident Management
- Ensures that incidents are handled according to agreed procedures.
- Investigates escalated incidents to responsible service owners and seeks resolution.
- Manages major incidents through to resolution, communicating progress to the respective managers and teams in a timely manner
- Triages and escalate issues with external suppliers as appropriate
- Log and manage all customer interaction in an articulate and professional manner

Performance Management
- Provides effective feedback, throughout the performance management cycle, to ensure optimum performance
- Ensures that services and components meet and continue to meet all their agreed performance targets and service levels.

Supplier Management

Role accountabilities

- Assists with the procurement of Infrastructure solutions including liaising and maintaining appropriate supplier relationships
- Work closely with external partners, other IT teams and customers to ensure technical compatibility, ensure VfM and improve business efficiency.

Knowledge Management

- Provides advice, guidance, and support to help people to adopt and embed best-practice approaches to information and knowledge management into all areas of their work.
- Creates and maintains up to date documentation for the entire cloud infrastructure and network systems
- Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, benchmarking state-of-the-art practices, and participating in professional societies

Asset Management

- Assists in regular infrastructure hardware audits and ensure the asset data base is kept current.
- Manages the decommissioning of IT infrastructure and network equipment, including disposal according to agreed process

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification

Experience (executive)

Essential	Desirable

Professional expertise (know how & experience) '

Essential	Desirable
• Experience of working as a Cloud and Infrastructure Analyst in a complex environment with a hybrid infrastructure based on systems hosted internally and externally, including PaaS and SaaS • Ability to manage tasks in a matrix environment • Experience of working within an ITIL Framework	• High degree of technical expertise as well as business understanding • Good working knowledge of a Project Management Framework

Skills

Essential	Desirable

- Ability to troubleshoot and resolve cloud and infrastructure issues
- Documentation and clear writing skills
- Good communication skills and ability to build relationships
- Problem solving skills and the ability to work methodically
- Good time management & organisational skills
- Excellent customer service skills and a positive 'can do' attitude with the ability to embrace and drive a cultural change
- Must have a good knowledge in the following areas:
  - Administering public cloud infrastructure such as Microsoft Azure specifically:
    - Azure Backup and Site Recovery
    - Azure Monitor
    - Azure Arc
    - Azure Bastion
    - Azure Active Directory
    - Azure Sentinel
    - Azure Policy
    - MS Office 365

    - Network protocols including the configuration of network routers and switches, LAN/WAN, wireless access points
    - Network and Systems Security
    - Microsoft Active Directory and Windows 2012/2016 Servers
    - Microsoft System Centre Suite (SCCM, SCOM, SCSM)
    - Web Application Management, Firewall Management and Security
    - Unified communication and VoIP Technology and preferable knowledge in Telephony solutions (Mitel)
    - Windows workstation operating systems, mobile phones, tablets, and other end user computing devices
    - Printers
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- Developing and managing relationships across IT and within the business
- Manage conflicting priorities
- Good decision making
- Good understanding of operations and business priorities

Qualifications and/or professional membership

Essential	Desirable
- Minimum educated to A Level Standard - Must have ITIL Foundation as a minimum	Technical qualification/certification such as VMWare / Microsoft/Network (i.e., VPC, MCSE, CCNA, or other)

NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is an colleague expectation level and therefore you should refer to the colleague expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.