

# Cloud Infrastructure Analyst

## Information, Systems and Change

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

Role accountabilities	
<b>Infrastructure Strategy</b>	<ul style="list-style-type: none"> <li>Input into the Infrastructure / IT Operations Strategy and input into the budgeting process for IT Operations</li> </ul>
<b>IT Security</b>	<ul style="list-style-type: none"> <li>Obtaining and acting on vulnerability information and facilitates security risk assessments, business impact analysis and accreditation on complex infrastructure systems.</li> </ul>
<b>IT Infrastructure Management</b>	<ul style="list-style-type: none"> <li>Monitors the infrastructure services and proactively manage the health of the infrastructure components</li> <li>Plans and manages implementation of processes and procedures, tools and techniques for monitoring and managing the performance of automated systems and services.</li> <li>Perform hardware and software upgrades to ensure infrastructure systems remain up to date and are reliable</li> </ul>
<b>Infrastructure Innovation</b>	<ul style="list-style-type: none"> <li>Identify/define logical and innovative solutions to complex problems and drawing up and presenting proposals to the IT management</li> </ul>

## Role accountabilities

### 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.
- Manage and deliver Infrastructure related projects following standard project management principles

### 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 agreed 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)
- Ensure all changes to Azure services are managed effectively through Terraform and Infrastructure as Code

### Capacity Management

- Monitors service component capacity and initiates actions to resolve any shortfalls according to agreed procedures.
- Optimise resource utilisation to reduce cost

### 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
- Triage 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

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

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

## Personal Specification

### Experience (executive)

### Professional expertise (know how & experience)

- Experience of working as a Cloud Infrastructure Analyst preferably Azure Platform including IaaS, PaaS and SaaS
- Experience of using Infrastructure as Code including Terraform and Azure DevOps pipelines to manage Azure Infrastructure
- High degree of technical expertise as well as business understanding
- Ability to manage tasks in a matrix environment
- Good working knowledge of a Project Management Framework
- Experience of working within an ITIL Framework

### Skills

- Developing and managing relationships across IT and within the business
- Ability to troubleshoot and resolve complex infrastructure issues
- Manage simultaneously and conflicting priorities
- Documentation and clear writing skills
- Good communication skills and ability to build relationships
- Problem solving skills

- Ability to work methodically
- Good time management & organisational skills
- Good decision making
- 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:
  - DevOps principles
  - Public cloud infrastructure specifically Microsoft Azure services such as:
    - Azure Backup and Site Recovery
    - Azure Monitor
    - Azure Arc
    - Azure Bastion
    - Azure Active Directory
    - Azure Sentinel
    - Azure Policy
  - PowerShell scripts, Terraform & YAML
  - MS Office 365
  - Network protocols including the configuration of network routers and switches, LAN/WAN, wireless access points (Cisco Meraki)
  - Systems Security Principles
  - Microsoft Azure Active Directory and Windows 2019/2022 Servers
  - Microsoft Intune
  - Web Application Management, Firewall Management and Security
  - Unified communication and VoIP Technology and preferable knowledge in Telephony solutions
  - Windows workstation operating systems, mobile phones, tablets and other end user computing devices
  - Printers
  - Good understanding of operations and business priorities

#### Qualifications and/or professional membership

- Bachelor's degree in a technical field or equivalent experience
- Technical qualification/certification in Microsoft and Network services such as MCSE, CCNA, Azure certifications or other is desirable
- Must have ITIL Foundation as a minimum

#### NHG Expectations

NHG Values and Behaviours serve as a guiding framework for our staff and helps us understand how our values should be visible in everything we say and do. They outline what we expect from our staff at different levels across the organisation.

This role is a **colleague** level and therefore you should refer to the **colleague** behaviours in addition to this role profile.

The full list of NHG Values and Behaviours 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.

**Safeguarding (delete if not relevant)**

Any appointment to this post is conditional upon and subject to:  
*(delete as appropriate)*

- Basic certificate (criminal record check) issued by the Disclosure and Barring Service (DBS)