Hollybank Trust - Job Description

Job Title	IT Infrastructure Support Analyst
Reporting To	IT Manager
Overall Aim:	To work within the IT Department proactively improving, optimising and developing the IT infrastructure with future capacity in mind, managing multiple projects and responsibilities.

Main Responsibilities:

Role Specific

IT Infrastructure

Provide guidance and advice on maintaining the server, networking, and security environments, to plan and instigate hardware and software upgrades as required, and to ensure that planned processes have been completed satisfactorily.

To support, monitor and maintain existing server and networking infrastructure including routing, switching and wireless technologies. Perform preventative maintenance work and carry out other regular support activities to ensure effectiveness.

To plan, manage and implement server and networking equipment upgrade projects, as defined by Hollybank's Strategic Plan.

To liaise with external stakeholders and support agencies for the ongoing support and maintenance of relevant hardware, networks and software.

Regularly check logs and servers to ensure that they are properly patched and deal with any issues.

Backup and Disaster Recovery

Manage the design, implementation and execution of backup and disaster recovery plan for all infrastructure solutions, including that processes are regularly tested.

Helpdesk Support

To respond to escalations from the IT Helpdesk, liaise with affected individuals and stakeholders, identifying the problem, devising solutions and implementing fixes.

Escalate relevant issues to other team members, including our MSP when required, and work with the team to provide solutions to reported issues.

Cyber Security

To adhere to the four principles for information security including preserving information security, protecting information, retaining integrity of information and maintaining the availability of information.

To manage and ensure effectiveness of security solutions, including firewalls, anti-virus solutions and intrusion detection systems.

To make recommendations to improve security and participate in investigations as required.

General

Best Practice
To maintain an awareness and keep updated with the latest initiatives and thinking, sharing new ideas with colleagues in order to improve organisation performance.

People Development
To participate in supervisions, PDRs and continuous training and development, and to seek ways of continually achieving self-development and career enhancement; to support the future skills requirements of the Trust. To ensure training needs are regularly identified and assessed and action is taken to develop skills including PDR's completed in a timely manner.

Attitude

To act as a professional and positive ambassador for Hollybank in order to support the Trust's mission and profile.

Policy promotion

To actively promote the Trust's Equal Opportunities, Health and Safety, Disability Awareness and Data Protection policies and all other existing policies. To ensure that the Trust operates effectively, fairly, and in line with legislative requirements at all times.

Risk Management

To assist the Head of Department in the process of developing risk management strategies in order to safeguard the interests of the Trust.

Safeguarding

To adhere to and follow the Trust's Safeguarding procedures in order to protect the safety of all adults.

Confidentiality

In line with the Data Protection Act you will see the use and safe sharing of information as part of their responsibility. You will ensure you work in line with our data protection and information governance policies and procedures protecting and respecting the privacy of our children, young people and adults.

Flexibility

To carry out such other duties as may reasonably be required from time to time to meet the evolving needs of the organisation.

Competency Behaviours & Attitude

Personal Effectiveness

To deliver high-quality services that make a real difference to the service users you work with, and take personal responsibility for the health, safety and wellbeing of others.

Working Together

To work in a collaborative way, developing and maintaining positive relationships and treating people with empathy and respect.

Positive Attitude

To support and encourage positive changes and new ideas by working with our internal and external service users to meet their needs and by embracing new ways of working to enhance what we do.

Developing Self and Others
To be effective at developing yourself and others and communicate well.

General Attitude
To act as a professional and positive ambassador for Hollybank Trust in order to support the Trust's mission and profile.

Regulated Activity	Yes ☐ No ☐ Notes
Last updated	29/01/2020

Person Specification

Requirement	Essential or Desirable	How Assessed?
Qualifications/Education/Training:		
A current and recognised IT Qualification	Essential	Application Form/Certificates
Computer Science Degree or equivalent	Desirable	Application Form/Certificates
Evidence of professional development and continuous updating of skills and knowledge.	Essential	Application Form/Interview/References
Experience:		
Knowledge, understanding and experience of supporting Windows client/server operating systems and architecture	Essential	Application Form/Interview/References
Previous experience with Arcserve backup and Microsoft Azure	Essential	Application Form/Interview/References
Previous experience working with SonicWall	Essential	Application Form/Interview/References
Good knowledge of VOIP	Desirable	Application Form/Interview/References
Understanding of ITIL	Essential	Application Form/Interview/References
Previous experience of implementation and management of Office 365	Desirable	Application Form/Interview/References
Previous experience working in an IT project environment, with active involvement within a managed project	Essential	Application Form/Interview/References
Previous experience of network equipment configuration	Essential	Application Form/Interview/References
Knowledge of Ruckus & Aruba equipment & configuration	Desirable	Application Form/Interview/References
Personal Attributes:		
Ability to prioritise and manage conflicting demands and meet deadlines.	Essential	Interview/References
Demonstrable proactive and innovative approach to work	Essential	Interview/References
Understanding of confidentiality	Essential	Interview/References

Strong analytical skills with the ability to analyse, interpret and communicate relevant information	Essential	Interview/References
Excellent customer service skills	Essential	Interview/References
Commitment to team working	Essential	Interview/References
A self-starter with the ability to work alone and as part of a team	Essential	Interview/References
Commitment to further training and a willingness to participate in continuing professional development.	Essential	Interview/References

The Trustees reserve the right to amend this document as necessary, after consultation with the individual concerned, in order to reflect changes in organisational requirements and ensure that the future goals of Hollybank Trust are successfully achieved.

Hollybank Trust is committed to developing the skills of its people, in line with its Investor in People status. If you have any query about your own personal development, please speak to your line manager.