

POSITION DESCRIPTION

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| Title: | Information Technology Analyst - Infrastructure |
| Group: | Business Technology and Customer Services |
| Reports to: | Team Leader Infrastructure |
| Grade: | 16 |
| Hours: | 35 hours per week |
| Vehicle: | No |

Position Purpose

The role of Information Technology Analyst - Infrastructure is to maintain and provide technical support for Council's Information Communication Technology infrastructure. This includes managing and maintaining network and data centre infrastructure operating in a Windows Server environment providing quality and reliable services across the organisation. The Information Technology Analyst - Infrastructure will be part of a team responsible for ensuring the availability and performance of Council's Network and Data Centre infrastructure is within agreed levels.

Qualifications and Experience

(Minimum required/essential for success in the job)

Essential:

- Degree in Information Communication Technology or relevant Information Communication Technology certification and a minimum of 4 years relevant experience.
- Demonstrated experience in the management and maintenance of Information Communication Technology infrastructure in a corporate environment including;
 - Windows Server Operating Systems
 - Wide area and local area wired and wireless networks
 - Physical and virtual servers and storage
 - Server applications
 - Firewall Security
 - Microsoft Azure
- Demonstrated Experience in the operation and support of;
 - Active Directory
 - Disaster Recovery, Backup and Archiving solutions

- Microsoft Office 365
- Microsoft System Centre Operations Manager, or similar, to monitor data centre systems.
- Microsoft System Configuration Manager, or similar, to manage endpoint and server security.
- Citrix Management Studio
- Demonstrated experience in a Help Desk environment providing Information Communication Technology infrastructure support,
- Demonstrated ability to acquire and apply skills and knowledge in a changing environment.
- Demonstrated ability to work independently, as well as part of a team.
- Excellent written and verbal communication skills.
- Experience in using a quality management system or other business improvement initiatives.

Desirable:

- Experience in telecommunications systems support including VOIP and Mobile voice solutions.
- Experience in the management and delivery of ICT projects.

Main Activities/Tasks

Council operates on the principle of existing to provide benefits for our Community, Councillors, Customers and the Council itself – we call this the 4C's. This position is required to do everything they can to identify, develop, resource, provide, support and measure benefits to the 4C's.

Technical Responsibilities

- Maintain software and hardware asset registry of all Network and Data Centre infrastructure across the organisation ensuring compliance with lease and licensing requirements.
- Maintain existing and co-ordinate new data cabling infrastructure.
- Maintain server operating system lifecycle and ensure currency of operating system environment as deemed necessary.
- Perform and maintain all systems backups to ensure data and systems integrity and safety.
- Monitor and maintain endpoint protection software for all servers.
- Monitor and maintain security adhering to industry best practices, to protect Council's Network and Data Centre infrastructure for cyber threats.
- Register, renew and maintain a registry of Council's domain name registrations.
- Maintain Council's Domain Controllers and Active Directory including:
 - Objects
 - Group Policies
 - Forest and function levels
 - DHCP

- DNS
- IP Addressing schema
- Create and maintain documentation regarding standard operating procedures for all Network and Data Centre software, hardware and services.
- Adhere to Network and Data Centre infrastructure management best practices.
- Manage ICT projects and complete all necessary planning, meetings, communications, and reporting as assigned by Manager Information Communication Technology Manager.
- Positively contribute to the Help Desk team to deliver a professional, customer focused and high performing support service in line with agreed service scope and service levels.
- Maintain availability and performance of Council's Network and Data Centre infrastructure within agreed levels.
- Develop and maintain professional relationships with key stakeholders (ICT and the business), including relevant third parties and strategic partners.
- Ensure completeness of root cause for major/critical incidents, and where possible resolve or provide workarounds, suggestions and improvements to mitigate future incidents.
- Assist with the development and implementation of business continuity and service recovery plans and activities.
- Ensure Network and Data Centre environments are fully maintained with appropriately supported updates, patches and/or service packs in line with good practice system maintenance policies.
- Perform troubleshooting and Level 1, 2 and 3 support as required.
- Support Council's VOIP telephony solution to achieved desired levels of service and functionality.
- Facilitate the secure disposal or return of Network and Data Centre infrastructure equipment.
- Maintain Microsoft cloud environment including, but not limited to, email, identities and Azure.

Organisational Responsibilities

- Act with integrity by demonstrating professionalism and setting an example for others to follow
- Demonstrate awareness by actively seeking, reflecting and acting on feedback relating to own performance, and translate negative feedback into an opportunity to improve
- Communicate effectively and create opportunities for others to be heard and contribute to discussion and debate
- Display a strong customer focus ensuring that the customer is at the centre of all service delivery touch points.

- Deliver results by understanding organisational priorities, communicating team roles and responsibilities and ensuring the effective acquisition and use of resources to respond.
- Demonstrate accountability by assessing work outcomes and identifying and sharing lessons with the team to inform future actions.
- Ability to actively contribute to the overall performance of the Group through support to the Manager Information Communication Technology and the Group Manager Business Technology and Customer Service.
- Create and maintain full and accurate records which document activities and decisions and file these records into ECM
- Participates in Emergency Management events and Emergency management training

Work Health & Safety

- Required to take reasonable care of self and others in the workplace
- Cooperate with all health and safety policies and procedures agreed to by management and staff
- Report any unsafe conditions that are identified
- Not bypass or misuse systems or equipment provided for WH&S purposes.
- Must participate in WH&S training as required and contribute to the identification of hazards and assessment of risks as required.

Organisational Values

- Apply and demonstrate the key organisational values – Collaboration, Accountability, Integrity, Respect and Sustainability.