POSITION DESCRIPTION

Title:	**Information Technology Analyst - Infrastructure**
Group:	**Business Technology and Customer Services**
Reports to:	**Team Leader Infrastructure Systems**
Grade:	**16**
Position Allowances:	**Nil**
Hours:	**35**
Number of Direct Reports:	**Nil**
Number of Indirect Reports:	**Nil**
Vehicle:	**No**
Position Code:	**74059, 74066**
Pre-placement Medical:	**Not required**
National Police History Check:	**Not required**
WWCC Check:	**Not required**
Date updated:	**April 2018**

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;

- o Windows Server Operating Systems

- o Wide area and local area wired and wireless networks

- o Physical and virtual servers and storage

- o Server applications

- o Firewall Security

- o Microsoft Azure

- Demonstrated Experience in the operation and support of;

  - o Active Directory

  - o Disaster Recovery, Backup and Archiving solutions

  - o Microsoft Office 365

  - o Microsoft System Centre Operations Manager, or similar, to monitor data centre systems.

  - o Microsoft System Configuration Manager, or similar, to manage endpoint and server security.

  - o 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.

Accountability and Behaviours

- To ensure that they are accountable for their behaviours in the delivery of their duties noted in the position and other functions relating to their role.
- Follow Council policies and procedures.
- Work collaboratively within the team and across Council towards common goals.

- Develop and maintain positive and effective professional working relationships with community and customers.
- Contribute to a positive organisational culture.
- Continuous improvement – evaluate current activities and continuously look for ways to improve quality, effectiveness and efficiency.

Organisational Values

- Apply and demonstrate Council's Core Values of Collaboration, Accountability, Integrity, Respect and Sustainability.
- Apply and demonstrate the four principles that together form the focus of the organisation, namely the 4C's: Community, Councillors, Customer and Council.