

# Role Profile

Role Title	Level	Team	Function
IT Infrastructure Analyst		IT – Operations	Service Delivery

## Purpose of the Role

- To provide, support, maintain and optimise an organisation on-premises and cloud-based IT infrastructure.
- Focus on ensuring the stability, availability and security of the network & servers and systems that support business operations.
- The role blends technical expertise with problem solving to maintain and improve the efficiency of the IT environment.

Key Contribution Areas	Measures
<ul style="list-style-type: none"><li>• Ensure that critical infrastructure components (servers, networks, storage) are available and operational.</li></ul>	<ul style="list-style-type: none"><li>• Effective system and network monitoring in place</li><li>• Critical systems, (servers, networks etc.) operational and accessible to users within specified parameters to ensure organisations needs and industry standards are met.</li><li>• Effective use of infrastructure resources (e.g. CPU, memory, storage) and cost optimisation of hardware and cloud services.</li><li>• Minimise over-provisioning and ensure that resource utilisation is in line with budget constraints</li><li>• Feedback from end-users and stakeholders on the reliability and effectiveness of infrastructure services.</li><li>• Increase in automated tasks and workflows, reducing manual intervention and human error.</li></ul>

### Functional or Technical Knowledge and Skills Required

- Appropriate technical qualifications beneficial e.g. MS Certified Azure Administration, Cisco Certified Network Association (CCNA),
- Network and Network management:
  - Network protocols – DNS, VPN etc.
  - Network devices – routers, switches, network segmentation, and VPN configurations for remote access
  - Knowledge of Cisco / Meraki / Juniper / Palo Alto
  - Skills in network troubleshooting and monitoring tools – e.g. SolarWinds
- Server Administration:
  - Proficiency in managing and configuring Windows Servers and Linux-based systems.
  - Experience with Active Directory, DNS, DHCP, and domain administration
  - Knowledge of server virtualization platforms, such as Nutanix VMware, for managing virtual machines.
  - Ability to handle server backups, storage management (SAN/NAS), and recovery tasks.
- Operating Systems (OS) Expertise:
  - Understanding of MS Windows operating systems
  - Knowledge of OS patching, upgrades, and security hardening techniques
- Cloud Platform Proficiency
  - Experience with at least one major cloud provider (AWS, Azure, Google Cloud)
  - Knowledge of cloud servers like compute, storage, networking, security and managed services.
  - Skills in cloud infrastructure deployment, including virtual networks, VM instances, storage and monitoring.
  - Understanding of cloud security practices (IAM, VPCs, firewalls).
- Vulnerability Management and Threat Detection:
  - Experience with vulnerability management tools like Nessus, Qualys, or OpenVAS
  - Knowledge of endpoint security solutions (antivirus, anti-malware) and incident response procedures.
  - Familiarity with Security Information and Event Management (SIEM) tools, like Splunk or QRadar.
- System and Network Monitoring Tools:
  - Experience with monitoring solutions like, SolarWinds, What's Up Gold.
  - Ability to interpret metrics from network, server and application performance monitoring tools.
  - Knowledge of log management tools and techniques for monitoring infrastructure health.

<ul style="list-style-type: none"> <li>• Troubleshooting and Diagnostics: <ul style="list-style-type: none"> <li>○ Strong problem-solving skills for diagnosing hardware, network and software issues.</li> <li>○ Knowledge of common troubleshooting frameworks and methodologies, such as ITIL.</li> </ul> </li> <li>• Virtualisation: <ul style="list-style-type: none"> <li>○ Knowledge of virtual infrastructure management with VMware, Nutanix, or similar platforms.</li> <li>○ Experience with configuring and managing virtualised environments for optimised resource.</li> </ul> </li> <li>• Backup Solutions <ul style="list-style-type: none"> <li>○ Experience with backup and recovery software like Rubrik, Cloudian etc.</li> <li>○ Knowledge of backup strategies (e.g. incremental, differential, full backups) and data retention policies.</li> </ul> </li> <li>• Database Knowledge <ul style="list-style-type: none"> <li>○ Basic understanding of database management and administration for common databases like SQL server.</li> <li>○ Skills in database management, backup and recovery.</li> </ul> </li> <li>• Storage Solutions: <ul style="list-style-type: none"> <li>○ Knowledge of Storage Area Networks (SAN), Network Attached Storage (NAS) and RAID configurations.</li> <li>○ Experience managing cloud storage options and ensuring data redundancy and scalability.</li> </ul> </li> <li>• Documentation Tools: <ul style="list-style-type: none"> <li>○ Proficiency in documenting infrastructure configurations, standard operating procedures (SOPs), and troubleshooting guides.</li> <li>○ Experience using documentation tools like confluence, Microsoft SharePoint, or similar collaboration platforms.</li> </ul> </li> </ul>
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Personal Capabilities Required, e.g. skills, attitude, strengths
<ul style="list-style-type: none"> <li>• Excellent spoken and written communication skills, with the ability to translate complex technical topics</li> <li>• A Pro-active individual, self-motivated, and able to use own initiative.</li> </ul>

People, Budget and Project Scope
<ul style="list-style-type: none"> <li>• Reporting to the IT Infrastructure Team Lead.</li> <li>• Works in tandem with other teams in the function and all stakeholders involved in Technology delivery across the IFGL Group.</li> </ul>