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| **Role title:** | Infrastructure Analyst | **Responsible to:** | Infrastructure Delivery Manager |
| **Division:** | Digital & Change | **Department:** | Service Delivery |
| **Direct Reports and Level:** | No direct reports  | **Scope:** | Delivery and management of IT infrastructure across the MPS Group  |
| **Scale:** | 0 People£0 Budget£0 Income |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Core | **Role Family** | Technical |

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| **Overall Role Purpose** |
| The purpose of the role is to deliver technical Infrastructure support across the MPS Group to ensure we can provide a high quality, trusted, service to our members. This will be achieved through the design, maintenance and day to day management of IT platforms which are scalable, reliable, resilient and performant.  |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational** * Support the delivery of the Digital and Change strategy and contribute to the development and delivery of the Service Delivery department to plan, cost and quality.
* Deliver technical support within defined SLA’s in the maintenance of MPS systems (diagnosis of issue, design of solutions and implementation of solutions) in order to protect the integrity of MPS networks and data security.
* Support assigned projects/initiatives ensuring delivery of projects to time, cost and quality and that can demonstrate a return on investment.
 | * Corporate Strategic priorities Vs plan
* Division Plan delivery Vs plan
* Delivery of projects to plan
* Project Health checks
* Project Feedback Site Scoring
* Service Management SLAs Actual Vs Target
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| **Financial*** Develop, maintain and continuously improve data capture and reporting processes to allow provision of required reporting to management and relevant committees.
* Ensure that all spend is managed within organisation policy
 | * Operational budget Vs Plan
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| **Member*** Monitor for and provide robust challenge of emerging risks and issues arising from business activities which fail to deliver appropriate and consistent outcomes for members
* Provide support to the D&C division to ensure fair treatment and outcomes for colleagues and the organisation ensuring compliance with associated policies.
* Seek opportunities to continuously improve ways of working and contribute to team, department and divisional continuous improvement projects aimed to drive operational efficiency, deliver on KPIs, SLA’s, financial targets and great member experience and outcome.
 | * Net promoter score
* Member satisfaction survey results vs plan
* Stakeholder feedback
* Operational Metrics vs SLAs
* Quality monitoring / Outcomes testing scores / compliance testing and internal audit scores
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| **People*** Take accountability for own CPD, training, competence, performance and engagement of self and colleagues, ensuring clarity on own accountabilities and comply with all law, governance, policy standards and processes.
* Coach and support the development/upskilling of colleagues, reducing single points of failure and improving resilience in the department.
* Develop colleague understanding of relevant processes and policies through on-going dialogue with colleagues and through periodic workshops.
* Maintain a strong culture of compliance across all service delivery and infrastructure processes, challenging if required to ensure processes are followed across the business
 | * Compliance with Training and Competence Schemes
* Delivery of Personal Development Plan to plan
* One to one / performance review meetings Vs Plan
* Quality monitoring / Outcomes testing scores / compliance testing and internal audit scores
* Stakeholder feedback
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| **Risk*** Contribute to an environment where all colleagues in D&C recognise the importance of adherence to policies and procedures, risk identification and management
* Identify and report risks and issues identified within D&C and across MPS to enable resolution and mitigation of potential impact on MPS, members and colleagues.
* Adhere to business processes and controls which are in place to manage the Department within risk appetite; comply with policies and regulatory requirements (as applicable)
* Comply with applicable professional ethical guidance, external regulation and all relevant internal policy and procedures, including those relating to health and safety, data protection and IT security.
* Formulate and define technical changes and manage these to delivery through in place Change Management processes to highlight and mitigate risks to Service.
 | * Risk & Control Self- Assessments Audit Actions
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| **Responsibilities (RACI)** |
| * Working with other D&C Teams to deliver effective Service Management (Incident, Request, Problem) to internal colleagues and Teams, making best use of the tools available.
* Working across with the wider Digital & Change division to deliver Change of varying complexity in line with defined processes and adhering to in place governance.
* Seek opportunities to improve service delivery, contributing ideas and making suggestions on how processes, tooling, solutions and ways of working can be enhanced, taking the initiative on implementing these where possible.
* Obtain quotes for products and services relating to projects and for essential maintenance work and consultative work, presenting costs in a clear and concise manner.
* Demonstrate a general awareness of current information security issues and technical threats, how they may affect MPS systems and the types of preventative and remedial activity which may be undertaken to address them.
* As the technology landscape continually changes, keep abreast of evolving trends, solutions and principles; making recommendations where relevant as to how MPS could utilise these.
* Undertaking other duties and tasks that from time to time may be allocated to the role holder that are appropriate to the level or role.
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| **Key Governance Responsibilities** |
| * Change Advisory Board (CAB) – Attendee, as required.
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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Self |
| Building Capability in Self and Others | Leading Self |
| Influencing Others | Leading Others |
| Collaborating for Results | Leading Others |
| Leading Self and Others | Leading Self |
| Commercial and Risk Thinking  | Leading Self |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Degree in a relevant subject or equivalent professional experience
 | * High-energy work ethic
* Excellent oral and written communication skills, including ability to influence and persuade
* Ability to quickly assimilate knowledge from outside own area of expertise
 | * Extensive experience of working with Microsoft client and server platforms
* Knowledge and experience with virtualisation technologies
* Experience of managing technical solutions across multiple geographic locations
* Experience of managing shared storage
* Experience of disaster recovery planning
* Experience of delivering technical projects from design to implementation
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| **Desirable** | * Microsoft MCSE/MCITP certification or demonstrable equivalent experience
 | * Ability to establish vision, drive change and deliver results.
 | * Experience of VMware vSphere products
* Experience of working with and tuning IBM WebSphere solutions
* Experience of managing Infrastructure within Microsoft Azure.
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