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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** |  | **Role Family** |  |

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| **Overall Role Purpose** |
| The purpose of the role is to deliver and manage technical Infrastructure 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 Leadership**  Compile estimates for work and contribute to the ongoing refinement of the estimation process, to support project planning and resource management activities. | * Project Health checks * Project Feedback Site Scoring |
| **Financial**  Recognise opportunities to improve services, processes and tooling when they arise in order to realise a better ROI for MPS. | * Operational budget Vs Plan |
| **Member**  Produce Infrastructure Designs and make low level Design decisions with input from Peers and Technical Manager which add value for our members. | * Member Experience Index |
| **People**  Adhere to in place Service Management processes, working to defined SLAs, to deliver internal technical support.  Undertake knowledge transfer and produce documentation to upskill peers and other teams, reducing single points of failure and improving resilience in the department. | * Service Management SLAs Actual Vs Target * Skills Matrix Actual Vs Target |
| **Risk**  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 |
| **Desirable** | * Microsoft Role Based certification /MCSE certification or demonstrable equivalent experience | * Ability to establish vision, drive change and deliver results. | * Experience of managing Infrastructure within Microsoft Azure. * Experience of VMware vSphere products |