



JOB SPECIFICATION

FUNCTION	IT & Digital
JOB TITLE	Infrastructure Services Senior Analyst
REPORTING TO	Infrastructure Services Team Manager
GRADE	Band E
WORK PATTERN	Full-time
LOCATION	Birmingham
TRAVEL REQUIRED	Occasionally
ROLE ID	TBC

MAIN PURPOSE OF ROLE

The IT & Digital department is responsible for the force's adoption and use of information and digital technology.

The department consists of three core functions as follows:

- Architecture Management (responsible for identifying and selecting the right technologies for the force)
- Delivery Management (responsible for delivering and implementing the right technologies for the force)
- Service Management (responsible for managing and maintaining all live, operational technology for the force)

The Service Management function within IT & Digital is responsible for the effective operation, support and maintenance of existing, operational technology systems, including but not limited to all Force applications, technology infrastructure (e.g. servers, databases, networks) and end-user devices (e.g. desktop PC's, smartphones, tablets, Airwave terminals). This function manages, and has responsibility for, the security, capability, availability, and performance of all operational technology in the 'live' environment whether it is delivered via internal resources or by external suppliers. This function is also responsible for ensuring existing technology remains fit-for-purpose and reflects continuously evolving requirements from the force.

The Infrastructure Services team within Service Management is responsible for managing the force's Server, Storage and Software infrastructure within the live operational environment. This infrastructure includes:

- The force Data Centres
- Hardware
 - Server Technology
 - Storage Technology (e.g. SAN, NAS, DAS)
 - Backup Media (e.g. Tape and Disk)
- Software
 - Server Operating Relational Databases Systems
 - Active Directory
 - Email infrastructure
 - Collaboration Software (e.g. Lync)
 - Corporate Backup software
 - Application Delivery Software
 - Anti-virus software

PKI infrastructure

...all of which are required to deliver and support properly-engineered IT services and products essential to meeting the needs of the force.

The Infrastructure Services Senior Analyst will be responsible for providing specialist technical skills and knowledge to ensure the Infrastructure Services Team is able to carry out its specific responsibilities and deliver ongoing demonstrable value to the organisation.

The post holder will report directly into the Infrastructure Services Team Manager.

The Infrastructure Services Senior Analyst has responsibility for, the security, capability, availability, and performance of the following key areas:

- The Force's software infrastructure – including corporate email and collaboration platforms.
- The Force's application delivery platforms – providing the ability for users to securely access applications on a range of suitable devices.
- The Force's directory services – including Active Directory, Identity Access Management, and Private Key Infrastructure.
- The commissioning and supporting of the Force's desktop and mobile devices – including smartphones and tablet devices;
- The Force's server infrastructure - including physical/virtual servers, and the underlying operating systems;
- The Force's databases
- The Force's storage infrastructure – including a mixture of Network Attached Storage, Storage Area Networks, and Direct Attached Storage
- The Force's backup and recovery infrastructure – ensuring that all corporate data is securely backed up and capable of being restored in the event of hardware failures.

The post holder is responsible to the Infrastructure Services Team Manager but will be expected to work without direct supervision and will be required to make decisions using their own initiative and experience.

KEY RESPONSIBILITIES

- Provide specialist technical skills and knowledge that facilitate the security, integrity,

availability and performance of the Force's infrastructure software including, but not limited to, email, directory services, collaboration software and application delivery platforms;

- Provide specialist technical skills and knowledge that facilitate the security, integrity, availability and performance of the Force's data centres, data storage services, servers and back-ups;
- Provide specialist technical skills and knowledge that facilitate the security, integrity, availability, and performance of the Force's directory services infrastructure (e.g. Active Directory, IAM, PKI etc.);
- Provide specialist technical skills and knowledge that facilitate the relevant incident, configuration, availability, capacity, continuity and release management in line with the ITIL framework;
- Provide and disseminate specialist/technical advice on issues relating to the department, interpreting or assessing customer needs and exercising judgment to make decisions when solutions are not obvious;
- Assist with the monitoring and management of the performance of third party suppliers;
- Assist the Infrastructure Services Team Manager in formulating strategic direction for the team and unit;
- Provide an escalation route for issues;
- Monitor and manage service levels and performance standards for the team;
- To represent the force at local, regional and national conferences as required;
- Have regular contact with various people within the Force and externally, in order to achieve desirable outcomes;
- Negotiate with partner agencies, suppliers and contractors in order to achieve desirable outcomes;
- To provide reports and comprehensive working papers including making recommendations for improvements or amendments to systems within the team;
- Plan and organise individual or team activity with an appreciation of longer term issues;
- Provide specialist technical assistance to projects which are complex and significant in terms of time and financial resources coordinate the provision of assigned services within the department to ensure they meet the required quality levels;
- Provide specialist information and/or advice to assist and influence senior colleagues/customers to make decisions relating to significant business issues;
- Interpret statistical data and advise management of trends;
- Assist with the negotiation of supply contracts;
- Revise or develop procedure and policy for approval and contribute to their successful implementation in order to deliver appropriate benefits and ensure external (e.g. legislative) requirements are met;
- Provide technical expertise in at least one of the following areas:
 - Email
 - Authentication and Directory technologies (e.g. IAM, Active Directory)

- Application and content delivery technologies (e.g. IIS, App-V, SharePoint)
- Enterprise Desktop and Mobile device configuration
- Other infrastructure software
- Carry out the role of 'Force expert' in at least one of the following areas of expertise:
 - Data Centre management
 - Server technology
 - Storage technology
 - Database technology
 - Backup/Recovery technology
- Promote the proper use of the team and department through engaging with operational managers wherever possible;
- Champion good ideas to management;
- Promote and champion the Force's diversity agenda;
- Escalate to problem management level incidents that have become, or are likely to become significant problems;
- Maintain a satisfactory working environment for all team members;
- Monitoring Health and Safety issues and raise issues where appropriate;
- Ensure adequate checks and controls are in place to maintain and protect live operational environments.

CONTACTS

Internal	External
The postholder will have contact with: i. Other members of IT & Digital ii. Police Officers iii. Police Staff	The postholder will have contact with third party suppliers; The postholder will have contact with third party agencies;

SPANS OF CONTROL / FINANCIAL CONTROL

Staff management responsibilities:
● None
Budgetary responsibilities:
● Raise issues with the relevant budget to the appropriate level.

COMPETENCIES REQUIRED FOR EFFECTIVE PERFORMANCE

Experience

Must demonstrate proven experience and ability to:

- Manage and support a variety of Infrastructure Technology;
- Delegate work to others;
- Develop the knowledge and skills of team members;
- Demonstrable experience in infrastructure software technology - how it is managed and how it integrates into the wider police infrastructure;
- Demonstrate experience in, data storage services, servers, back-ups and the management of data centres;
- Demonstrable experience of directly communicating with senior managers from a customer service perspective using written and oral methods;
- Participate in, and chair, meetings;
- Promote equality, diversity and Human Rights in working practices;
- Maintain standards for security of information.

Knowledge

- An extensive knowledge of infrastructure software technology and / or;
an extensive knowledge of server, storage, and database technology;
- Understanding of ITIL framework;
- Knowledge of Health and Safety issues relevant to the post;
- Knowledge of internal financial processes;

Skills

- Comprehensive skills in infrastructure software technology and / or server, storage, and database technology;
- Excellent interpersonal skills with the ability to confidently interact and empathise with all levels of staff;
- Excellent presentation skills;
- Flexibility to use a variety of supporting technologies and to be innovative;
- The ability to work under pressure and be capable of balancing competing demands and priorities;
- Proven track record in understanding the need of customers/users;
- Good communication skills in order to work effectively throughout the organisation

and with external contractors and suppliers;

- An understanding of the ITIL processes as they apply to the team and to the department as a whole;
- Excellent organisational skills;
- Ability to produce management reports, policy documents and comprehensive working papers including recommendations and implementation of documents;
- Ability to chair or take a lead role on local, regional and national conferences.

SKILLS FRAMEWORK FOR THE INFORMATION AGE As IT gets more complex and pervasive there is an ever growing need clearly to define, recruit and grow the skilled resources that you need. SFIA provides a language that is the foundation for consistent, unambiguous and clear definitions of IT based skills.		
Primary SFIA Competencies	Skill	Desired Level
SYSP	System Software The provision of specialist expertise to facilitate and execute the installation and maintenance of system software such as operating systems, data management products, office automation products and other utility software.	V Evaluates new system software, reviews system software updates and identifies those that merit action. Ensures that system software is tailored to facilitate the achievement of service objectives. Plans the installation and testing of new versions of system software. Investigates and coordinates the resolution of potential and actual service problems. Ensures that operational documentation for system software is fit for purpose and current. Advises on the correct and effective use of system software. System software: Level
DBAD	Database Administration The installation, configuration, upgrade, administration, monitoring and maintenance of physical databases.	V Drafts and maintains procedures and documentation for databases. Manages database configuration including installing and upgrading software and maintaining relevant documentation. Contributes to the setting of standards for database objects and ensures conformance to these standards. Monitors database activity and resource usage. Optimises database performance and plans for forecast resource needs.
STMG	Storage Management The planning, implementation, configuration and tuning of storage hardware and software, covering online storage (Storage Area network, Networked-Attached Storage, Direct Attached Storage), offline storage (backup, archiving), remote and offsite data storage (disaster recovery). Also incorporates storage techniques such as tiered or hierarchical storage, data deduplication, storage virtualisation, optimisation, quota management, future capacity planning, and compliance with data retention and data protection regulations.	V Manages the storage and backup systems to provide agreed service levels. Responsible for creating, improving, and supporting quality IT services with optimal utilisation of storage resources, ensuring Data Security, Availability and integrity of business data. Drafts standards, procedures & guidelines for implementing data protection and disaster recovery functionality for all business applications and business data using different online and offline storage devices.

Secondary SFIA Competencies	Skill	Desired Level
PBMG	Problem Management The resolution (both reactive and proactive) of problems throughout the information system lifecycle, including classification, prioritisation and initiation of action, documentation of root causes and implementation of remedies to prevent future incidents.	V Ensures that appropriate action is taken to anticipate, investigate and resolve problems in systems and services. Ensures that such problems are fully documented within the relevant reporting system(s). Coordinates the implementation of agreed remedies and preventative measures. Analyses patterns and trends.
CPMG	Capacity Management The management of the capability, functionality and sustainability of service components (including hardware, software and network) to meet current and forecast needs in a cost effective manner. This includes dealing with both long-term changes and short-term variations in the level of demand, and deployment, where appropriate, of techniques to modify demand for a particular resource or service.	V Drafts and maintains policy, standards and procedures for service component capacity management. Ensures the correct implementation of standards and procedures. Reviews information in conjunction with service level agreements to identify any capacity issues and specifies any required changes. Works with business users to agree and implement short and medium term modifications to demand
AVMT	Availability Management The definition, analysis, planning, measurement and improvement of all aspects of the availability of IT services, including the availability of power. The overall control and management of service availability to ensure that the level of service delivered in all services is matched to or exceeds the current and future agreed needs of the business, in a cost effective manner.	V Provides advice, assistance and leadership associated with the planning, design and improvement of service and component availability, including the investigation of all breaches of availability targets and service non-availability, with the instigation of remedial activities. Plans arrangements for disaster recovery together with supporting processes and manages the testing of such plans.

Attitude

- Positive and optimistic outlook;
- Open and honest;
- Problem solver;
- Able to delegate where appropriate and target that delegation to develop other team members;
- A strong team player with a 'can do' attitude;
- Self-motivated with the ability to multi task and work well under pressure.

Training & Education

- An IT related qualification ideally at a Degree level, or demonstrable specialist skills in an IT environment;
- ITIL Foundation certificate of demonstrable skills that the ITIL principles are understood in the context of the role.

Special Circumstances

The post holder must be able to work from alternate locations in line with business need.

Flexibility is required where rota management is required and/or extended hours are proposed. It is suggested that this role requires a flexibility of approach to working hours.

The post holder may be required to provide 'out of hours' availability for which the appropriate allowance will be paid.

The post holder may be expected to work outside normal working hours.