

Job Description: IT Infrastructure Analyst



Department: IT Infrastructure

The ideal candidate will be an experienced IT Infrastructure Analyst who has worked as the technical lead and operations escalation point in a high performing team. Adept at implementing new technology, maintaining a mixture of servers, storage and networking infrastructure in a global company

This role will help to promote and maintain a higher standard for the Triumph Infrastructure in security, stability, and performance. Making sure that we are patched and up to date to mitigate against the ever-evolving threat landscape.

Due to the project-focused nature of the role, there will be interaction with the other functions within the Global IT team and the outputs of this will be highly visible to the business, so a strong personal commitment to both system integrity and delivering excellent customer service must be evident.

There may be a requirement for occasional international travel to Triumph sites based overseas.

Report to: Infrastructure Manager

Location: F2, Hinckley, Leicestershire, LE10 3BZ

Responsibilities

- Proactively ensure the availability and performance of the Triumph infrastructure (such as storage, network, and compute)
- Installation and configuration of infrastructure components to meet business needs
- Performing regular security patching and maintenance of Triumph Infrastructure
- Help to deliver key IT projects and changes on time, within budget, and to a high standard
- Assist project resources and managers to assure technology is suitably deployed and used to deliver applications along with technology solutions.
- Creation and maintenance of clear and concise documentation (including handover to the IT Operations team)
- Evaluate logs and statistics and recommend performance tuning across the various infrastructure components and systems (trending)
- Dependent on criticality of the problem, investigation and remediation of problem tickets escalated from the IT Service Desk may be required on occasion.

Skills and knowledge

- Excellent technical knowledge of hardware and software used in a modern business environment
- Broad knowledge of business process including disaster recovery, business continuity and risk management
- Strong analytical, process-oriented, evaluative, and problem-solving abilities
- Ability to effectively communicate with customers with varying levels of technical expertise
- Excellent organisation, project management and time management skills
- Excellent, effective interpersonal and relationship building skills
- Ability to understand and resolve complex technical issues
- Demonstrated ability to quickly learn new technology
- Experience of liaising and working with 3rd parties
- Ability to work at a fast pace and multi-task.
- To undertake and assist with projects as required by your Manager.
- Any other ad-hoc duties as required by your Manager.

Person Specification: IT Infrastructure Analyst



	Essential	Desirable
Qualifications and Attainments	<p>Maths and English GCSE grade C or above. Graduate / HND / or equivalent qualification</p> <p>Microsoft professional certification (e.g. MCSE, MCAAAA, Azure Solutions Architect or equivalent)</p>	<p>Degree in relevant subject</p> <p>Project/programme management qualification (e.g. Agile)</p>
Professional Experience and Skills	<p>Experience in working within an infrastructure team</p> <p>Strong experience with private Cloud Infrastructure (VMware and Hyper V)</p> <p>Windows Server and associated management tools</p> <p>Project management experience</p> <p>Azure / AWS / GCP experience</p> <p>Notable experience of IT Infrastructure / Network experience including (but not restricted to)</p> <ul style="list-style-type: none"> • Windows Server / VMware / SAN • Microsoft 365 and related technologies • LAN / WAN / Networking / Routing / Switching / Firewall • Security / Governance • Cloud methodologies (e.g. Azure, AWS and GCP) • Application lifecycle 	
Personality and Motivation	<p>Self-motivated and resilient. Flexible and adaptable.</p> <p>Excellent communication skills, clear and concise written and verbal skills.</p> <p>Ability to multi-task. Willingness to be flexible and to travel if required. Ability to operate as a Team player.</p> <p>Able to take instruction and work under pressure. Natural problem-solving ability and very determined</p> <p>Attention to detail</p>	

Appearance and Characteristics Circumstances	Well presented.	
	Able to be flexible on working hours. Able to work overtime as required	