

<b>Post Title:</b>	Operations Analyst
<b>Grade:</b>	6

## **Job Description**

### **2.1. Purpose**

The Operations Analyst will administer, support and manage products and services deployed on behalf of the University Group.

The Operations Analyst is responsible for the day to day operation, security and efficient running of our systems services. The post holder is charged with the maintenance of configuration data, capacity planning, service availability and continuity.

The Operations Analyst will perform regular, pro-active systems monitoring, handle backup and restore operations and administer user accounts. They will provide an expert level of support for systems that they look after, actively assisting first-line colleagues in the resolution of incidents and problems.

### **2.2. Main Duties and Responsibilities**

1. Contributes to the availability management process and its operation and performs defined availability management tasks. Analyses service and component availability, reliability, maintainability and serviceability. Ensures that services and components meet and continue to meet all of their agreed performance targets and service levels. Implements arrangements for disaster recovery and documents recovery procedures. Conducts testing of recovery procedures.
2. Monitors service component capacity and initiates actions to resolve any shortfalls according to agreed procedures. Applies techniques to control the demand upon a particular resource or service.
3. Maintains security administration processes and checks that all requests for support are dealt with according to agreed procedures. Provides guidance in defining access rights and privileges. Investigates security breaches in accordance with established procedures and recommends required actions.

4. Communicates information security risks and issues to business managers and others. Performs basic risk assessments for small information systems. Contributes to vulnerability assessments.
5. Maintains current knowledge of malware attacks, and other cyber security threats. Creates test cases using in-depth technical analysis of risks and typical vulnerabilities. Records and analyses actions and results.
6. Contributes to digital forensic investigations. Processes and analyses evidence in line with policy, standards and guidelines and supports production of forensics findings and reports.
7. Uses management tools to determine load and performance statistics. Identifies operational problems and contributes to their resolution, checking that they are managed in accordance with agreed standards and procedures. Provides reports and proposals for improvement, to specialists, users and managers.
8. Reviews storage capacity, performance, availability and other operational metrics. Takes appropriate action to ensure corrective and proactive maintenance of storage and backup systems to support the requirement to protect and secure business information. Creates reports and proposals for improvement.
9. Initiates and monitors actions to investigate and resolve problems in systems, processes and services. Determines problem fixes/remedies. Assists with the implementation of agreed remedies and preventative measures.
10. Prioritises and diagnoses incidents according to agreed procedures. Investigates causes of incidents and seeks resolution. Escalates unresolved incidents. Facilitates recovery, following resolution of incidents.
11. Uses data centre management tools to produce management information on power, cooling and space and investigate issues where necessary. Carries out routine audit and checks to ensure adherence to policies and procedures. Facilitates the implementation of mandatory electrical safety testing.

Deputises for the Operations Centre Manager as required.

**AND** such other duties as are within the scope of the spirit of the job purpose, the title of the post and its grading.

### **2.3. Supervision Received**

Line management is from the Operations Centre Manager.

### **2.4. Supervision Given**

None.

## **2.5. Contacts**

- IT Services staff, including Executive Team.
- Staff and students in other Schools / Support Areas of the University Group.
- External Suppliers and other education institutions.

### 3. Person Specification

ATTRIBUTES	ESSENTIAL	ADVANTAGEOUS
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>• A degree relevant to IS/IT.</li> <li>• Or full membership of an IS/IT professional body.</li> <li>• Or substantial experience in lieu of the above which demonstrates a professional approach to IS/IT development.</li> </ul>	<ul style="list-style-type: none"> <li>• ITIL.</li> <li>• CISSP.</li> </ul>
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Experience of building and operating IT infrastructure.</li> <li>• Understanding global / local business differentiation.</li> <li>• Digital business literacy.</li> <li>• Tracking of emerging trends.</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of business organisation, politics and culture.</li> <li>• Ability to understand related industries.</li> <li>• Higher Education experience.</li> </ul>
<b>Interpersonal Skills</b>	<ul style="list-style-type: none"> <li>• Results oriented, adaptive and decisive.</li> <li>• Can resolve conflicts and problems.</li> <li>• Ability to build trust and display integrity.</li> <li>• Ability to forge effective relationships in a complex matrix management environment.</li> <li>• Ability to work collaboratively and key team player.</li> <li>• Proven communication, and presentation skills.</li> <li>• Creative and innovative thinking.</li> <li>• Adaptable to task and approach</li> <li>• Openness to learning.</li> <li>• Confident communicator both verbally and in writing</li> <li>• Creative and innovative thinking.</li> </ul>	<ul style="list-style-type: none"> <li>• Conceptual thinking.</li> <li>• Strategic thinking.</li> <li>• Leading, inspiring and building trust.</li> <li>• Resolving conflicts and problems.</li> <li>• Decisiveness.</li> <li>• Accountability.</li> <li>• Influencing and persuading.</li> </ul>
<b>Job-related Skills, Abilities &amp; Competencies</b>	<ul style="list-style-type: none"> <li>• Proven analytical, planning and execution skills.</li> <li>• Takes responsibility and has strong sense of ownership.</li> <li>• Results oriented and a commitment to a high quality customer service</li> <li>• Knowledge of customer behaviors, needs and expectations.</li> </ul>	<ul style="list-style-type: none"> <li>• Microsoft Azure.</li> <li>• Amazon Web Services.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to work with colleagues to quickly resolve complex problems in the provision of IT services.</li> <li>• Good understanding of current and emerging technologies and how other enterprises are employing them to drive digital business support.</li> <li>• Understanding digital technologies.</li> <li>• Problem solving.</li> <li>• Systems applications (authentication, email etc.) operational management.</li> <li>• Security applications (SIEM, VMS, penetration testing etc.) operational management.</li> <li>• Cyber-security within IT technologies and applications.</li> <li>• Public cloud infrastructure.</li> <li>• Able to work under pressure and use initiative.</li> </ul>	
<p><b><i>Other Requirements</i></b></p>	<ul style="list-style-type: none"> <li>• A flexible approach to working hours and location, including a willingness to travel, locally, nationally or overseas, as required.</li> <li>• Requirement to work on call in order to facilitate the 24*7 support demands of a global organisation.</li> <li>• An appreciation of other cultures; the global reach of the University Group and its international agenda.</li> </ul>	