Job Description – IT Operations Support Analyst

About the Role

To provide support and advice where appropriate to users of IT services, through operational monitoring of services and systems and respond accordingly to alerts and notifications in line with operational guidelines and procedures.

Key Responsibilities

- Responsible for implementation of data patches
- Managing Day Pass access to Live and Test servers in line with authorisation from the Environment Manager or Change Management
- Responsible for ensuring that the Knowledge Database is kept up to date
- Progressing any queries from internal business partners via telephone, e-mail, ITSM self-service, and logged requests, where it is out of scope.
- Participate in service deployments and upgrades in conjunction with the release team.
- To undertake day-to-day responsibility for projects/activities, under the guidance of the Operations Bridge Manager

Skills and Experience

A good standard of secondary education or strong and demonstrable evidence of on-going professional development in the relevant IT-related disciplines; ISEB ITIL Foundation (ideally at v3.0).

The ability to demonstrate a strong understanding of the principles and models associated with IT Service Operations as well as being able to demonstrate;

1) Ability to work independently as well as part of a team.

2) A customer services ethos with good interpersonal skills and the ability to deal with staff at all levels.

3) Ability to understand and relay technical information to a lay audience.

4) A keen interest in the support and use of ICT.

5) Good organisational and general administrative skills.
6) Ability to use own judgement and seek advice when knowledge/decision is out of personal scope.

The post may require occasional visits to the University’s Regional Centres and is also likely to require some UK-based travel for business, training and development purposes.

Following the appropriate training, the successful candidate will move onto a 24 x 7 x 365 shift rotation within the team (currently 2 x 12 hour day shifts followed by 2 x 12 hour night shifts followed by 4 days off).