

## JOB DESCRIPTION – IT Systems Infrastructure Analyst

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Grade:	3
Reports to:	Manager
Responsible for:	Self
Contract:	Permanent

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### MAIN DUTIES AND RESPONSIBILITIES OF THE POST

- The sourcing, installation and maintenance of the computer hardware and software that make up the IT infrastructure. This includes all the associated printers, scanners, servers and networking equipment.
- The sourcing, installation and maintenance of the company telephone system, call recording devices and software.
- The sourcing, installation and maintenance of any photocopiers, fax machines and any other capital equipment which is used in the day to day activities of the company.

The individual is responsible for supporting the business by:

**NETWORKING** – Resolve any issues to ensure that the network is functioning properly in order that all users are able to perform their tasks effectively and in a timely manner. Ensure that all network cables and links are traceable and tagged. Ensure that routers and firewalls are configured to support current and future requirements.

**COMPUTER HARDWARE** – Possesses a good understanding of the Computer Hardware to ensure that all the IT related equipment is functioning properly. Raise any suggestions for replacements or upgrades to own Line Manager by putting together a business plan. Keep an up to date inventory of all company hardware.

**COMPUTER SOFTWARE** – Possesses a good understanding of software licensing to ensure all IT hardware is correctly and legally licensed with Microsoft and other vendor software. Ensure that license details and other software that has an expiry date are renewed and maintained for business continuity.

**DOCUMENTING IT WORK** – Ensures that all work undertaken in the IT Services Department is traceable by ensuring that there are sufficient recorded details of all IT configuration changes. This includes keeping technical documents up to date, and recording passwords and security information securely in designated areas within the infrastructure. All documents are to either be password protected or stored in a password-secured database, and that the passwords are made known to the Directors as well as the Manager being aware.

**SOFTWARE** – Responsible for ensuring all software required is available, installed appropriately and is effective. Monitor release of upgrades or new software and resolve any issues within given deadlines. Responsible for keeping up-to-date inventories of company software, including key codes/access passwords.

**WEBSITES** – Responsible for ensuring that the company websites and all related activities are properly maintained and functional.

**BACKUP / RESTORING** – Ensure that the appropriate levels of back up are established and run in order that the company will not suffer loss of data for any reason. Responsible for ensuring that a disaster recovery plan is in place and is ready to be put into immediate action. Where system issues do arise, put together a Root Cause Analysis which identifies and documents the root cause of the issue and any subsequent action taken or proposed to ensure there is no repeat occurrence.

**SYSTEM SECURITY** – Ensure that all the appropriate levels of virus protection are installed and functioning properly to alleviate the risk of virus damage to the systems. Maintain the physical integrity of the Server and critical systems within the business.

**EMAILS** – Ensure the email system works at all times, including moveable computers, which may be located away from the main office.

**TELEPHONE SYSTEM & CALL RECORDING** – Responsible for ensuring that the IT Department check the telephone system is up and running each day and is set to the correct modes for day and night operation. Responsible for ensuring that the correct answering message is on the relevant telephone line numbers as appropriate. Responsible for ensuring that the phone call recording system is operating, and that calls are retrievable and traceable when required.

**PROVISION OF SUPPORT DURING SILENT HOURS** – On occasions you would need to be on call in the event of any IT system related issue that cannot wait until the next working day. In these instances, support to remedy the problem would be sought. Contact during silent hours is a rare event.

**ADDITIONAL** – Employees may be asked to carry out tasks that are in addition to those listed in the Job Description where required and within capabilities.

**ASSISTING WITH PROJECTS** – This may require negotiation with external organisations or the development of policy, process, contracts or other specific business documents that have a wider impact on the management of the Company.

**DATABASE MAINTENANCE** – Where necessary, maintain an accurate record of events in conjunction with issue management on an IT System.

## **Personal performance, conduct and development**

### Meets targets and take responsibility for own performance

Enter actively into supervision, staff development and appraisals. Remain abreast of current services offered by the company and be aware of changes to legislation by the Financial Conduct (FCA).

### Work in Accordance with the company policies and procedures

Be aware of and adhere to the General & Medical policies and procedures. Work in a way that meets the statutory requirements of employees under Health and Safety at work.

### Flexibility and Teamwork

Work flexibly as part of a team to meet the need of the services provided by the company. Value each team member's contribution and help colleagues to the best of their abilities.

## **What You Can Expect From Us**

- Attractive Salary dependant on Experience
- Access to Pension Scheme
- Sick Pay Scheme and Attendance Bonus
- Great Annual Leave Benefit
- Cash benefits linked to Personal Accident, Life Cover and Critical Illness
- Worldwide Multi Trip Travel Cover
- Employee Rewards Scheme
- Commitment to Employee Learning and Development
- Access to Wellbeing Services and Discount Scheme
- Free tea, coffee and fresh fruit
- Free Parking available in Public Area
- Friendly working environment in Peterborough, convenient location close to the A1

Please read the following Personal Specification and if this looks like the opportunity you've been waiting for then send your CV through to [jobs@generalandmedical.com](mailto:jobs@generalandmedical.com)

### Person Specification

Category	Essential Requirements
Experience	<ul style="list-style-type: none"> <li>• <b>IT and Network experience</b></li> <li>• <b>These requirements are Essential for this post</b></li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• <b>Microsoft Windows Client and Server</b></li> <li>• <b>Microsoft Active Directory</b></li> <li>• <b>Microsoft Office and related tools</b></li> <li>• <b>TCP / IP Networking</b></li> <li>• <b>Hardware and software configuration</b></li> <li>• Apple Mac OS X</li> <li>• iOS</li> <li>• SQL Server Administration</li> <li>• IIS</li> <li>• Printers and Scanners – Configuration &amp; troubleshooting</li> <li>• Microsoft exchange Server 2013</li> <li>• Symantec Messaging Gateway</li> <li>• Phone System Knowledge</li> <li>• Draytek Router configuration</li> <li>• Virtualisation – preferably Hyper-V</li> </ul>
Skills and Ability	<ul style="list-style-type: none"> <li>• Meet work Targets</li> <li>• Ability to liaise with third party suppliers and providers to resolve issues</li> <li>• Excellent communication skills</li> <li>• Forms positive working relationships with colleagues</li> <li>• Works as part of a team</li> <li>• Remains positive</li> <li>• Ability to record work accurately</li> <li>• Write and prepare reports and other correspondence effectively</li> <li>• Understand and maintain confidentiality</li> <li>• Ability to work independently and use own initiative</li> <li>• Problem solving and decision making ability</li> <li>• Can identify and set realistic targets that stretch the team</li> </ul>
Personal Attributes	<ul style="list-style-type: none"> <li>• <b>Professionalism demonstrated at all levels and all times</b></li> <li>• <b>Integrity throughout your work</b></li> <li>• Flexible approach to adapt, overcome and succeed within the scope of the Job Description</li> <li>• Empathise and remain sensitive to the circumstances</li> <li>• Commitment to personal development and learning</li> <li>• Ability to organise</li> </ul>