

ICT Infrastructure Analyst Job Description

Job Location:	Head Office, Edinburgh
Responsible to:	Head of Technical Innovation
Responsible for:	None

1. Introduction to Chest Heart & Stroke Scotland

NO LIFE HALF LIVED

Everyone has the right to live life to the full. After a diagnosis of a chest or heart condition or a stroke, many people experience fear and isolation and struggle with the impact on their lives. Chest Heart & Stroke Scotland won't stand for that. The care and support we deliver every day ensures everyone can live the life they want to.



Our Vision: welcome to a Scotland where people with our conditions can live their lives well. Full lives, with the right support, at the right time and in the right place. A place where you can shape your future and live the life you want to lead.

Our Mission: welcome to a community where people can support each other, secure the expert help they need and collectively advocate for the care that matters to them. Welcome to the charity that never underestimates the power of a cup of tea, a conversation started, a recovery begun.



No Life Half Lived means we need to listen to people with our conditions and deliver well for them. We have identified four goals to get us there.

We will place our focus on **addressing the unmet needs** of people with our conditions - social, emotional, and physical - across all Scotland's communities.

We will be **led by our people:** people with lived experience of our conditions, their families & carers, friends, colleagues and healthcare professionals.

We will secure the **funding required to deliver via a diverse income portfolio that is consistent with our values** and ethical approach.

We will be **effective and accountable** in all that we do.

We have developed six values to guide us in delivering against our goals:

Agile: we will be able to adapt to the needs of our people and the environment we work in.

Innovative: we will look for improvement in what we currently do and be creative in developing new services.

Inclusive: we will adopt a human rights based approach to our work and ensure we are accessible.

Accountable: we will take ownership for our work and hold decision makers to their responsibilities.

Collective: we can only achieve our goals by working together and learning from each other.

Courageous: we will say what needs to be said and do what needs to be done to meet our goals.



2. Job Purpose

The main purpose of the post of ICT Infrastructure Analyst is the management and administration of the charity's information technology & communication systems. This post will work closely with our other ICT Infrastructure Analyst, and as part of a small team covering support, infrastructure and database management.

3. Key Challenges

- Carrying out a number of ICT projects and tasks within agreed timescales.
- Assisting in supporting a robust ICT security culture
- Assisting in minimising risk to CHSS on ICT-led issues
- Understanding a diverse organisation whilst supporting the alignment of ICT processes in line with business needs

4. Key Tasks

ICT Management and Administration

- Business as usual server administration and monitoring looking for ways to improve performance and functionality.
- Investigating and diagnosing system faults and errors.
- Analysing error trends aimed at reducing/minimising down time.
- In conjunction with the Head of Technical Innovation, the allocation and delegation of ICT Helpdesk and other ICT support tasks to Helpdesk staff.
- Provision of third level ICT support to the entire organisation, and the escalation of level four support issues to the Head of Technical Innovation and/or our external partners as appropriate.
- Provision of first and second level ICT support during periods of high demand, illness or other absence.

- Analyse information gathered by ICT Helpdesk so as to highlight areas failing to meet established standards for investigation with subsequent presentation of applicable solutions to the Head of Technical Innovation
- Provide a first class user focussed ICT support service to the organisation, and be a strong advocate of the benefits of ICT use.
- Responsible for user account management.
- Assist the Head of Technical Innovation in the delivery of new ICT projects and upgrades; including hardware and software rollouts, testing and integrating new applications, database maintenance, intranet management and new office installations.
- Assist the Head of Technical Innovation in the delivery of the Chest Heart & Stroke Scotland ICT Strategy plan.
- Deputise for the Head of Technical Innovation during periods of absence, and provide ICT management assistance to key business processes (i.e. Disaster Recovery Plan).
- Provide, where appropriate, ad-hoc and formal in-house training.
- Communication of technical information, both orally and in writing, to a diverse and mixed user base.
- Maintain the documentation of key systems and applications linked to them.
- Attend regular internal meetings to update departments on system improvements/projects and to receive feedback from users.

General

- To undertake other duties from time to time as directed by the Head of Technical Innovation.
- To comply fully with CHSS Policies and Procedures.
- To participate in the CHSS appraisal and support & development process.
- To attend training sessions and other activities as required.

5. Key Results/Objectives

To minimise ICT related risk to CHSS

To support a robust ICT security culture

To carry out to completion a number of ICT projects and tasks within agreed timescales

To provide third level ICT support to the entire organisation

6. Dimensions

Budget responsibility: None

Contacts:	(internal)	All members of staff and all departments
	(external)	Computer Suppliers IT Support Companies Telecoms suppliers Other IT Professionals

The above job description is not exhaustive and is clarified to include broad duties inherent in the post. Evaluation and development of this post may, in time, indicate a need to revise duties herein.

Person Specification

	Essential	Desirable
Education and Knowledge	<ul style="list-style-type: none"> Educated to Degree level in relevant field, or equivalent experience An awareness of the current trends and industry developments 	<ul style="list-style-type: none"> An awareness of current best practice in Privacy, Data Protection and Information Compliance.
Previous Experience	<ul style="list-style-type: none"> Management of virtual systems (e.g. VMware). A solid understanding of network infrastructure, protocols and hardware. Experience of supporting enterprise (VOIP) telephone systems, including user setup, line configuration, and voicemail settings (e.g. Mitel). Relevant knowledge and experience of Helpdesk support; first point of call. Relevant knowledge and experience of Level 1, 2 and 3 incident and fault management. Relevant knowledge and experience of supporting Microsoft Desktop operating systems (Windows 10) in a client/server Active Directory LAN and WAN environment. Relevant knowledge and experience of supporting Microsoft Server operating systems (2008/2012) in a client/server Active Directory LAN and WAN environment. Experience of supporting Office Productivity Suites (2007 through to 2016). Experience of supporting PC related hardware, including PCs, Macs, laptops, tablets, printers, scanners, video conferencing equipment, and multifunctional copier devices. Experience of Microsoft Exchange 2013. 	<ul style="list-style-type: none"> An understanding of continuity planning and disaster recovery planning. Configuration and management of enterprise backup software (e.g. VEEAM). Configuration and management of enterprise email anti-spam and anti-virus software (e.g. Symantec, FortiMail). Management of enterprise firewall software (e.g. FortiAnalyser, FortiGate) Use of remote desktop support software (e.g. LogMeIn, Remote Desktop). Working knowledge of Mac OS (10.1.2 and later) in a Microsoft environment. Working knowledge of Microsoft Sharepoint. Experience of configuring and managing Office 365. Experience of CRM. Experience of managing VPN software (e.g. Forticlient). Experience of supporting Network connected SAN and Clustering technologies (SAN/NAS). Workload management experience in an ICT environment. Planning and working flexibly to agreed SLAs. Experience of the voluntary sector
Skills Aptitudes Abilities	<ul style="list-style-type: none"> The ability to work as part of a team, under high-pressure, to deadlines and on own initiative. Able to demonstrate a high attention to detail and a commitment to quality. Highly organised, conscientious and methodical in approach to work. Good interpersonal and customer service skills with the ability to manage expectations and explain technical detail, both orally and in writing to non-technical and technical users. The ability to learn quickly. A flexible attitude, excellent interpersonal and communication skills. 	<ul style="list-style-type: none"> Logical approach to problem solving. Methodical, investigative and inquisitive mind. Project management skills. An interest in the way organisational processes work.
Disposition	<ul style="list-style-type: none"> Commitment to ethos of the voluntary sector Commitment to equal opportunities Willingness to work flexibly including travel and, on occasion, to stay away from home 	

Summary of Terms and Conditions of Employment

Term:	Fixed Term to 30 November 2019
Salary:	Grade 3(ii), Scale Points 27-34, £25,344 - £31,405 per annum (Implementation of job evaluation exercise – review pending) <i>New appointments are normally placed at the base of the salary scale unless there are exceptional circumstances.</i>
Hours of work:	32.5 hours per week (CHSS full-time is 32.5 hours) Willingness to work flexibly including travel and, on occasion, to stay away from home
Review of Work:	The post holder is subject to the CHSS objective setting, supervision and appraisal process.
Annual Leave:	CHSS leave year runs from 1st April to 31st March. Employees are entitled to 36 days annual leave in their first year of service (including public holidays). An employee will be awarded one extra day's annual leave for each complete year of service up to a maximum of 42 days (including public holidays). These allowances are pro-rated for part time employees and further pro-rated for those who join or leave CHSS during the leave year.
Pension scheme:	CHSS offers a Group Personal Pension Plan, which has been established with Aviva. The Plan is a money purchase arrangement. You can choose at what rate you wish to contribute (subject to a minimum age related contribution) and how to invest your own contributions and those made by CHSS. The emerging fund at the point that you wish to take the benefits is then used to purchase a pension that is paid for the rest of your life. Employee's and Employer's Contributions are paid on the portion of the employee's salary which is above the National Insurance contributions threshold (the Lower Earnings Limit). Employees who meet the relevant criteria are "automatically enrolled" in the scheme. There are also schemes which provide death-in-service benefit and permanent health insurance.
Equal Opportunities:	CHSS is committed to equality of opportunity and to no discrimination on the grounds of race, religion or belief, age, sex, marital or civil partnership status, disability, sexual orientation, transgender status, pregnancy or maternity.