THE ROLE

ICT Platform Analyst

Department: **ICT**
Role Code: **ICT****
Grade/Role: **Grade 7, SCP 29**
Responsible to: **ICT Technical Services Manager**
Responsible for: **None**

Date Revised: **October 2023 (evaluated January 2023)**

Job Purpose:

To protect and save life, property and the environment by delivering the efficient and reliable operation of ICT infrastructure that supports all fire service activities.

Main Duties and Responsibilities:

1. Perform daily, weekly and monthly tasks associated with the operation of ICT platforms including Server Estate, Azure Landing Zone, Wide Area Network, Local Area Network, Desktop/Laptop/Mobile platforms.

2. Operate the ICT platforms to support new deployments and workloads in an efficient and effective manner.

3. Perform and automate patching across the estate using automated tooling as directed.

4. Monitor and remediate issues with the Backup and Recovery solutions to meet service requirements for day-to-day recovery, Business Continuity or Disaster Recovery events. Perform ad-hoc backups and recovery to meet service needs.

5. Monitor and operate event monitoring and alerting tools to provide timely response and accurate information about service issues.

6. Perform network management activities including the change management of planned maintenance and recovery from unplanned outages.

7. Share knowledge and good practice across all areas of ICT through documentation and demonstration.

8. Collaborate with other ICT teams and managed service providers to ensure platforms can be supported 24x7.

9. Investigate and diagnose ICT problems, working with users, other staff and suppliers. Ensures that necessary data is available for use by those carrying out investigations or to assist with future recommendations for change.

10. Actively participate in ICT processes such as Incident, Problem, Change Management/Continuous Improvement.

11. Collaborate with other ICT teams to deploy fit for purpose ICT platforms.

12. Work as part of a 24hr response team for priority technical incidents. Including attending operational incidents where technical support is required as a priority.

13. Positively contribute to a safe work environment ensuring compliance with Health and Safety, Risk Management, Business Continuity and Safeguarding policy and procedure. Protect all personal information in adherence with the Data Protection Act 2018.

14. Any other duties commensurate with the responsibilities and grading of the post.