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| JOB TITLE: | Group IS Technical Analyst |
| DEPARTMENT: | Information Services |
| COMPANY: | Brett Trading |
| LOCATION: | Canterbury |
| REPORTS TO: (Job Title of immediate supervisor) | Group IS Technical Manager |
| 1. ORGANISATION: (Show where this job fits in the organisation)   Picture 25554756, Picture | |
| 1. RESOURCES:   Budget(s) Controlled/Influenced: IS Budget  Number of Direct/Indirect Subordinates: None  Plant/Equipment Responsible For: Group-wide software/hardware and Data Centre operations and applications throughout the Group    Key Internal/External Contacts: Key internal contacts are 600+ users, Group IS Technical Manager, IS Project Managers and External Suppliers | |
| 1. PURPOSE OF THE JOB: (What is the main reason for this job to exist? How does it add value to the Company?)   The purpose of the IS Technical Analyst role is to provide expert analysis, support, and optimisation of Brett’s IT systems and infrastructure. This role bridges the gap between business needs and technological solutions by identifying system requirements, resolving technical issues, ensuring system performance, and supporting the implementation of IT projects. The IT Technical Analyst plays a key part in enhancing operational efficiency, minimizing downtime, and ensuring that technology supports the strategic goals of the organisation. | |
| 1. MAIN RESPONSIBILITIES/TASKS: (What will the Job Holder actually do?)   Providing a Levels 1-3 technical support and operational capability in monitoring, administrating and maintaining the Data Centre, network operations and services to the users. This includes ensuring the datacentres, their services and applications are available to Brett users in a timely, cost-effective and performance-efficient manner.  Key roles include:   * Ensuring backups are carried out efficiently and to required standards * Liaising and external suppliers and system providers, assisting in making sure they deliver to promise * Support Brett users to securely access and use Brett services and systems in line with current SLAs and standards * Assist in the review and design of Brett IT infrastructure in line with best practice and business needs * Ensure Brett systems and services are fully documented and change control processes are followed * Assist the IS team in evaluation, implementation and delivery of equipment and systems * Working with other team members at site locations where necessary to assist in the provision of networking or other IT equipment/services * Assist in ensuring industry standard IT security processes and systems are in place at all times * Follow the Brett SHEQ standards and processes at all times * Continually assist in reviewing and suggesting ways to improve the user experience, performance and benefits of Brett IT solutions * Other reasonable duties as directed from time to time including direct user support and travel to sites if required. | |
| 1. **PERSON SPECIFCATION**   Essential:   * Overseeing Preventative maintenance of the Datacentres * Responsible for VM/Application backups/snapshots * Maintaining a healthy server environment through monitoring, patching, upgrades, preventing issues from causing unnecessary downtime * Good customer service skills for user facing and external supplier facing customers * Good Understanding Networking TCP/IP * Good understanding of server and other IT and networking hardware * Security- Best Practice AV and endpoint security * Security- O365/Azure AD – Web & Email * Windows Server 2016-2022 * Group Applications Upgrades process impact awareness * Administer Intune and Azure * O365 Exchange administration * Good communication and Interpersonal skills * Good analysis and decision-making skills * Able to follow IT Best Practice * Good problem-solving skills * Flexible hours working including possible weekend work * Technical training skills * Ambition to learn * Able to build good relationships with 3rd part consultants   Desirable   * Experienced in Citrix Xenapp/ PVS/ Appsense/ Director/ Studio * Good knowledge of Brett and its businesses and processes * Cyber Security awareness * Server & Desktop Virtualisation * Microsoft SQL maintenance/administration * Autopilot * Good planning & organising skills * Process innovation skills * Organisation awareness skills * Good understanding of IT Firewalls - Watchguard | |