

Job Description

Infrastructure Analyst	
Grade	5
Department	IT Services
Overall Purpose	
Working independently the role will cover a range of activities including; Installation or removal of hardware and/or software, and associated connections, using supplied installation instructions and tools. Conduct tests and correct malfunctions. Document results in accordance with agreed procedures. Evaluate change requests. Investigates problems and faults concerning the installation of hardware and/or software and confirms the correct working of installations. Develop installation procedures and standards. Provides specialist guidance and advice to less experienced colleagues to ensure best use is made of available assets, and to maintain or improve the installation service. In the capacity of Service Desk support, receives and handles requests for support following agreed procedures. Responds to common requests for support by providing information to enable resolution and promptly allocates unresolved calls as appropriate. Maintains records and advises relevant persons of actions taken. The role will be responsible for undertaking assignments across project and/or service functions as required.	
About the Team	
The Research Infrastructure team design and deliver computational and data storage services. These include high-performance and high throughput computing; resilient and high-performance storage; and highly secure platforms for hosting sensitive data. Provision is via both on-site hardware and use of off-site.	
Key Accountabilities	
Dependent upon assignment: • Configures the hardware/software environment as required by the system being integrated. • Installs or removes hardware and/or software, using supplied installation instructions and tools; follows agreed standards, including those for electrical work. Agrees the timing of the work with those affected, e.g. users, operations management, including, where appropriate, hand-over to client. • Conducts tests of the hardware and/or software affected using supplied test procedures and diagnostic tools. Helps to resolve problems and faults, and corrects malfunctions, calling on help	

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from more experienced colleagues if required. Documents results in accordance with agreed procedures.

- Carries out required collection of information and records, including using network management systems and appropriate performance analysis equipment to monitor installation performance against agreed service levels. Takes action on known or moderately complex problems, advising superiors and specialists only when their attention is required.
- Reports details of all hardware/software items that have been installed and removed so that configuration management records can be updated.
- Provides assistance to users in a professional manner following agreed procedures for further help or escalation of request. Maintains accurate records of user requests, contact details and outcome. Provides feedback to users.
- Provides guidance and assistance to less experienced colleagues in the execution of routine tasks and ensures that all safety, security, clerical and administrative procedures are completed correctly.
- Initiates speedy and permanent resolution to problems in systems and services, by coordinating the efforts of the resolution team or teams. Documents such incidents and problems within the configuration management defect/problem reporting system. Matches unresolved incidents against existing problems, known errors and other incidents.
- Initiates the implementation of agreed remedies, in close liaison with the service desk, change management, configuration management and asset management functions.
- Undertakes all work in accordance with agreed safety, technical and quality standards, using appropriate methods and tools.
- Provides advice and guidance to less experienced colleagues.
- Following agreed procedures, provides advice to users on systems, products and services which are available to them.
- Responds to requests for support by providing information to enable incident resolution and promptly allocates unresolved calls as appropriate.
- Provides an effective interface between users and service providers, including external commercial suppliers where applicable. This interface includes documenting incidents, progress checking, and ensuring all diagnostic information is provided for error resolution and incident analysis.
- Assists users in making more effective use of desk-top systems, products and services. Makes initial diagnosis of any problems and advises known solutions where applicable.
- For all products, services and systems within the area of responsibility, demonstrates, installs and commissions desk-top systems and their routine upgrades. Provides information on updates, known errors, changes in availability, new facilities etc.
- Interprets technical or procedure manuals on behalf of non-technical users and provides routine training in normal usage of systems, products and services, providing information on the full range of capabilities.
- Post holders are required to familiarise themselves with the University's Equality and Diversity policies and to actively support these wherever possible.
- You will be expected to demonstrate a commitment to the [IT Services Practice Charter](#) and the University's [values](#). The University of Manchester values a diverse workforce and welcomes applications from all sections of the community.
- Be aware of and work within the constraints of the University Health and Safety, Data Protection, and Confidentiality policies, bringing to the attention of management any issues arising.
- Actively work to ensure knowledge sharing amongst colleagues to avoid single point of failure.
- Support of interfaces between IT and associated connected specialist equipment (e.g.

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- microscopes, language labs, translation labs, OCR Readers, Spectrometers, etc.)
- You may from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.

Person Specification

Essential Knowledge, skills and experience

Qualifications and Experience

- Previous relevant work experience and/ or holds a recognised relevant degree/professional qualification.

Skills and Competencies

- University IT Portfolio: Knowledge of systems, applications, technologies, and equipment in use within the University as appropriate
- Operational/Service Architecture: Knowledge of the IT infrastructure (hardware, databases, operating systems, local area networks etc.) and the IT applications and service processes used within own organisation. Safe Installation Practice: The knowledge and ability to install and maintain hardware systems in a way that ensures they operate within their planned specification and are safe to use by those authorised to work with them.
- Progress Reporting: Methods and techniques for reporting progress and financial conformance against an agreed plan.
- Equipment Installation: Installation, testing and commissioning of supplier specific equipment and software in all legitimate operational environments.
- Desktop Software: The use of everyday desktop software.
- Customer Service Techniques: Techniques for ensuring that full account is taken of customers' real and stated needs in the delivery of IT services.
- Configuration Management: The discipline which gives precise control over IT assets by allowing IT management to maintain information about the "configuration items", including hardware devices, computer programs, documentation, telecommunications services and computer centre facilities, required to deliver an IT service.
- Application Systems: The application of automated systems to the support of specific business functions or processes.
- Access Control Systems: Any tool or system which provides access security control (i.e. prevents unauthorised access to systems). Example: ACF2
- Information Acquisition: Identifying gaps in the available information required to understand a problem or situation and devising means of remedying such gaps.
- Interacting with People: Establishing relationships and maintaining contacts with people from a variety of backgrounds. Effective and sensitive communicator in different societies and cultures.

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- **Analytical Thinking:** Acquiring a proper understanding of a problem or situation by breaking it down systematically into its component parts and identifying the relationships between these parts, selecting the appropriate method/tool to resolve the problem and reflecting on the result, such that learning is identified and absorbed.

Desirable Knowledge and Skills

Skills and Competencies

- **Networking and Communications:** The planning and management of the interaction between two or more networking systems, computers or other "intelligent" devices. **Programming Languages:** A set of codes and syntax (supported by software tools) which enables the unambiguous translation of specified functionality into "source code" for the creation of computer programs.
- **Flexibility:** Taking account of new information or changed circumstances and modifying understanding of a problem or situation accordingly.
- **Corporate, Industry and Professional Standards:** Specific standards associated with the IT practitioner's current role.
- **Specialist Equipment Interfacing:** Knowledge of interfaces between IT and associated specialist equipment (e.g. microscopes, language labs, translation labs, OCR Readers, Spectrometers, etc.)

Knowledge	What does the role holder need to know on day one?
Experience	What does the role holder need to have experience in from day one?
Skills	What does the role holder need to be good at on day one?
Education	Only include essential qualifications. Remove non-essential or any bias towards educational requirements, such as degrees or niche degrees
Other	For any essential requirements that cannot be categorised into any of the above

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Key Behaviours	
One University: A ‘One University’ approach, whereby we break down silos and work collaboratively towards furthering the University’s strategic goals, vision and values. Freedom of Speech and Academic Freedom: Support the University’s commitment to securing and actively promoting the importance of free speech and academic freedom within our community. Service Excellence: Committed to prioritising service excellence and high performance to deliver great people-centred experiences. Agility: Demonstrate a commitment to agility and continuous improvement by embracing change, championing innovation, and being flexible and forward thinking to adapt. Sustainability: A sustainable approach that safeguards the University of the future by championing environmental practices, advancing digital capability, and supporting financial stability and philanthropic initiatives. Inclusion: Support the University's ambition to create an inclusive place to work where every person matters, demonstrating a commitment to non-discriminatory conduct and respect for others, and fostering a University where people feel deeply connected to each other, to Manchester, and to the wider world. Social Responsibility: Promote and champion the University’s social responsibility ambitions to advance social inclusion, prosperous communities, better health, and cultural engagement.	