

ROLE PROFILE

Job Title	Technical Operations Analyst
Business Unit / Group Function	Central Services
BU Team / Sub-Function	GTS
Location	SBP
Leader	Operations Leader, Infrastructure
People Leadership	No
Job Level	4B
Role Purpose	
<p>To support, maintain, upgrade and install Information Technology systems and applications used within the company to both maintain and enhance efficiencies and performance of the company's Information Technology systems.</p>	
Accountabilities	
<ul style="list-style-type: none"> • Proactively advise, assist and engage on delivery of underlying technical infrastructure to support the delivery of projects. • Ensure that second, and third line support requests are appropriately prioritized and resolved within the required service level targets. • Define and document the design, operation and troubleshooting of technology platforms and procedures. • Plan and execute system testing necessary for new and upgraded Infrastructure installations prior to release in the live environment to ensure continuity of service. • Assist with planning and the implementation of systems and network integrations in line with systems upgrades and design. Assist with the implementation of policy and strategy for WG&S information technology systems to ensure that staff and computer systems comply with legislative, Information Security and organisational requirements. • Work collaboratively with 3rd party support services on diagnosing and troubleshooting issues related to the WG&S operating environments. Configure, monitor and maintain systems within predefined targets set with the business. • Maintain an awareness of industry technological developments and identify opportunities to implement new or improved enterprise solutions to provide a more efficient and effective service to the business. Provide project support, SME input and operational support across all Information Technology systems. 	
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