



Senior Technical Analyst

Business Information Systems (BIS)

Salary: £38,191 - £44,874

Location: Cardiff, St Mellons

Who we are

When you think about it, water is the most basic human need. So what we do at Welsh Water is incredibly important – we give three million customers safe, clean water, take away their dirty water and help to protect our beautiful environment.

It's an awesome responsibility, and we have to earn our customers' trust every single day. Being the only not-for-profit company in the utilities sector is certainly a good start. Every single penny we make goes back into looking after their water and environment, rather than going to the pockets of shareholders.

What you will do

You will be working within a dynamic team of highly technical analysts on a wide range of Wintel technologies. In addition to enterprise applications, you will also be working with NetApp products providing file storage for business colleagues within Welsh Water. A key element of this role will be liaising with Welsh Water's IT Framework Partners, providing appropriate guidance and governance within the ITIL process around the systems you will support.

Working for an in-house IT Department is a great opportunity to be flexible and responsive in your approach while remaining focussed on providing excellent service to the wider Welsh Water business. You will also have the opportunity to work on projects delivering new systems, and implement new technologies.

What we offer

We know that if our employees are happy, our customers are happy. That's why we offer a great benefits package. As one of the biggest companies in Wales, our reward and benefits package includes:

- ◆ Generous Pension Plan
- ◆ 25 days annual leave plus public holidays
- ◆ Onsite restaurant and car park
- ◆ Colleague Variable Pay Scheme (Bonus)
- ◆ Childcare Voucher Scheme

Interested?

Please send your CV and cover letter and return it to Recruitment@dwrcymru.com.

The Declaration Form, available on our website, will also need to be completed and submitted.

Applications must be received by: **Midday Wednesday 29 March 2017**

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Reports to: Enterprise Services Lead

Contract: 2 Year Fixed Term

Managing and supporting a wide range of technologies, including server, contact centre and mobile. This includes:

1. Ensuring the maintenance of all technologies in your relevant area of specialism.
2. In collaboration with BIS Lead Technical Architect and other Senior Technical Analysts, ensuring that the implementation of all new and existing technologies meets the design requirements, the needs of the business, is aligned with BIS strategy and meets all standards including maintenance and optimization schedules.
3. Managing internal and external ICT partners to ensure that implementation of any new technologies fits into existing services & infrastructure and is provisioned in a timely manner.
4. Ensuring that the new technologies introduced have the appropriate support model in place to ensure they are maintained and supported effectively.
5. Carrying out appropriate action to investigate and resolve incidents and problems in a timely manner and ensuring incidents are fully documented within the relevant reporting systems.
6. Designing, producing and maintaining high quality management information for all technologies in your area of responsibility.
7. Designing, implementing and maintaining effective monitoring and alerting for all systems in your area of responsibility.
8. Ensuring effective planning of your activities to ensure awareness of business and other BIS activities.
9. Producing and providing input to ensure all processes are in place to enable effective management of environment and provision of service.
10. Ensuring effective budget management within all areas of responsibility.
11. Carrying out mentoring for technical analysts within your team.
12. Providing out of hours support for systems and participate in standby and callout rotas.
13. Being responsible for the underlying technologies in use to deliver infrastructure services and the inherent supporting toolsets.
14. Managing the provision of infrastructure for all services environments ensuring (24x7) availability.
15. Providing high level technical expertise and specialist knowledge for all related infrastructure, specialising in at least one of the identified areas of responsibility.

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16. Ensuring security updates and system patches are maintained for all underlying infrastructure service systems under your responsibility.
17. Liaising with technical leads and other BIS teams on all matters relating to infrastructure services.
18. Ensuring compliance with change & release management procedures for all work carried out.
19. Being responsible for the definition and delivery of project requirements for infrastructure services.
20. Designing, implementing and maintaining reports on usage and capacity management for all services under your responsibility.
21. Managing the interaction with vendors to determine and produce a technical roadmap and support lifecycle for infrastructure systems within our environment, managing any associated risks.
22. Assisting with the training and mentoring of analysts in the infrastructure team, enabling delivery of a high standard of knowledge and customer service.
23. Maintaining knowledge and expertise in infrastructure environments by reading relevant journals, going to meetings and attending courses.
24. Undertaking such other activities as may be required to fulfil the objectives of the role.

Who you'll be working with

Internal

- Head of BIS
- BIS Senior Leadership Team
- BIS Leadership Team
- Senior DCWW colleagues
- All DCWW IT users
- BIS technical and service colleagues

External

- BIS Partners and 3rd party contractors

About you

Knowledge, Skills and Experience	Essential	Desirable
Good knowledge of large Data Centre infrastructure, architecture and service provision	💧	
Experience of working in a 3rd level support environment (at least 2 years' experience)	💧	
Antivirus - Understanding of threat levels, their impact on the infrastructure and remediation techniques	💧	
Backup technologies such as NetBackup, NetApp snapshot manager	💧	

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Evidence of excellent relationship management skills at all levels	●	
Team player with a strong emphasis on providing excellent customer service	●	
Good knowledge and understanding of ITIL management protocols and procedures	●	
Able to work in a pressurised situation during tight project deadlines or operational incidents	●	

Dwr Cymru Welsh Water is an Equal Opportunities Employer.