About us...

Lincolnshire Co-op, based in the historic city of Lincoln, is one of the most successful and progressive independent co-operatives in the country, with an annual turnover in excess of £300 million.

Essential Information – what you need to know

Job purpose:	- Maintaining and supporting the IT infrastructure – physical infrastructure in server room and in store, hypervisors, data storage solutions, cloud services, network, telephony and more. - Supporting incident management, change management, event management, service requests, problem management, and other key ITIL processes. - Assisting all information systems teams such as Support and Solution Delivery. - Providing an expert consult into change delivery projects to support any necessary changes to our infrastructure. - Attending other sites across our business areas for essential maintenance or installation. - Providing support to the society on any cross-department tasks and projects.
You'll report to:	- IS Infrastructure Manager
Your hours	- 37.5 hours per week. - Typical working hours will be Monday – Friday, 8.30am – 5.00pm. - Out of hours duty management responsibility on a rostered basis for incident management and resolution.
Your relationships:	- All colleagues from across our family of businesses. - A wide range of internal and external contacts, external hardware suppliers, service providers, networks and collaborative partnerships.

We're an Age-friendly Employer | disability confident LEADER | INVESTORS IN PEOPLE™ We invest in people Platinum | MINDFUL EMPLOYER

Job Description – IS Infrastructure Analyst
Date for Review – 20th May 2025
Reference – MB/SD/1/051160

What you'll bring to us:	**Essential:**
	
	- Must hold a full driving licence and access to a vehicle for business use.
	- Can demonstrate resilience and adaptability to change in a fast-paced environment, with an ability to build and maintain relationships at all levels.
	- Excellent approach to planning and organising, demonstrating a good attention to detail, excellent analytical and problem solving skills and quick to learn new skills.
	- Ability to work on your own initiative or within a team to use creative knowledge to support in identifying, developing systems and processes across all business areas.
	- Demonstrable IT technical experience from an IT infrastructure environment
	- Strong understanding of Microsoft Enterprise technologies incl. Windows Server products
	- Basic understanding of hypervisor, SAN and networking principals
	- Confident in written and verbal communication,
	
	Desirable:
	
	- Experience with networking and server systems or experience on the below:
	    o LAN & WAN Configuration
	    o DNS, DHCP, NTP & VLAN
	    o Palo Alto
	    o VMWare
	    o Virtual Desktop Architecture (Citrix)
	    o SAN Architecture (NetApp)
	    o Azure, AWS, GCP
	    o Microsoft 365 & Active Directory
	    o Microsoft Server 2016 onwards
	    o Migration from On-prem to Cloud services

Together we are...

Providing and supporting valued services

Helping to grow the local economy

Caring for our health and wellbeing

Looking after our local environment

Your Purpose – I will contribute to my team and the Society's ongoing success in this role by...

Your duties and responsibilities	
	- Supporting and maintaining the successful delivery of all core infrastructure systems, including server, storage and networking, within an ITIL aligned service management framework and in line with industry standards and best practices.
	- Supporting the resolution of major incidents and any escalated issues affecting infrastructure, which may also include creating Root Cause Analysis (RCA) documentation for incidents.
	- Supporting the design, delivery and operational requirements of technological change across the infrastructure services across the society.
	- Supporting the day-to-day operation for the availability of the infrastructure across the society.
	- Engaging in training both as an individual and a team on new technologies, best practices and systems.
	- Taking a proactive approach within the team to identify and undertake service improvements.
	- Being part of teams that work closely with colleagues across the Society and other third parties / vendors to provide an excellent overall IT service.
	- Providing second line support to the wider Information Systems team.
	- Compiling, maintaining and developing appropriate documentation to support the IT service, such as user guides and other associated material.
	- Investigating and responding promptly to resolve incidents and enquiries.
	- Ensuring that you follow the organisational policies including, but not limited to, security, backup, installation, configuration, systems administration and data protection, when carrying out any installation and maintenance of IT infrastructure.
	- Monitoring the performance of hardware, software, and services with a view to proactively identifying problems or issues to resolve them.

Together we are...

- **Helpful –** we'll look for ways to make a difference
- **Inspiring –** we'll help everyone be the best they can be
- **Trustworthy –** we can be relied on

Together@ Lincolnshire Co-op

Your Approach – how you will contribute to your team and the Society's ongoing success in this role.

I will be helpful by:	- Responding positively to requests from colleagues and customers. - Trying to get it right first time. - Resolving customer complaints and take corrective action. - Sharing my knowledge with my colleagues. - Offering to help before being asked. - Going above and beyond. - Contributing to the team and its success.
I will inspire others by:	- Supporting and encouraging one another. - Being a positive role model. - Listening and learning from my colleagues and line manager. - Building strong relationships with customers and colleagues. - Suggesting new ideas and trying new things. - Taking pride in my work and celebrating success.
I will be trustworthy by:	- Using good judgement in all situations. - Being open and honest. - Take responsibility for my work and delivering positive outcomes. - Treating everyone fairly and with respect. - Doing my best for each other and our communities.

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