

JOB & PERSON SPECIFICATION



JOB DESCRIPTION

Job Title:	Infrastructure and Cyber Security Analyst
Service:	ICT
Reports to:	ICT Service Manager
Responsible for:	N/A
DBS check	Basic

Job Purpose:

To be responsible for the implementation and maintenance of Saha's infrastructure and security solutions, providing a robust and safe platform to allow the organisation to thrive.

To provide 3rd line support and mentorship for the ICT team, acting as a natural escalation point and subject matter expert around cyber security, networking, infrastructure and telephony services.

To play a positive and collaborative role in the ICT team and across the business, ensuring that our solutions are flexible and meet the needs of all departments within Saha.

To work closely with the ICT Services Manager and Head of ICT to map out the future of Saha's systems and infrastructure, as we look to modernise and move to a "cloud-first" approach.

Main duties and responsibilities:

- To act as a senior member of the ICT Services team, providing the team with specialist operational support and guidance, including root cause analysis.
- To assess and enhance the security of Saha's physical and virtual infrastructure.
- Continue to build upon Saha's ITIL best practice processes and procedures, having a positive input into improving the ICT team's service offer to the business.
- To monitor and support Saha's LAN, SD-WAN, VoIP and Wi-Fi solutions and hardware across multiple sites nationwide.
- To administer the Microsoft 365 environment, including user and group management, Intune administration and license provisioning.
- Contribute to managing, monitoring and administering Saha's infrastructure and business systems throughout their lifecycle, to ensure that the service provided meets the organisational needs and those services are provided to agreed internal SLAs.
- Work with ICT leadership to build a cloud migration plan, bringing ideas and expertise to the discussions as we look to streamline and modernise our estate.
- Design, implement, and monitor network security measures to protect against unauthorised access, attacks, and data breaches.
- To lead on all cyber security user awareness campaigns, including building and delivering security training when applicable.



- To push Saha to achieve and maintain relevant accreditation, particularly Cyber Essentials Plus and ISO27001.
- To contribute effectively to ongoing knowledge management within the service, by creating detailed and intuitive documentation as required.
- To deputise for the ICT Services Manager when necessary.
- Using your excellent communication skills to collaborate effectively with teams and other stakeholders.
- Constantly horizon scanning for the latest technologies to ensure Saha can leverage value from introducing new systems and processes.

Being a great team player and doing what it takes to keep the business moving forward.

Related activities:

- Participate in essential training, role related training and to work in accordance with all relevant Saha regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- Fully align with Saha values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.

PERSON SPECIFICATION

Job Title:	Infrastructure and Cyber Security Analyst
Service:	ICT
Salary:	£46,615

Personal Behaviour and Style

- Passionate about Saha's mission and reflects its culture and values.
- Industrious and ambitious, shows initiative and is innovative.
- Proactively demonstrates a strong commitment to equality and diversity and works in a manner that is inclusive.
- Strong focus on customer service and a positive attitude.
- Open to learning and development and fosters a learning culture.
- Flexible approach to work and working patterns.
- Open to constructive feedback from all levels.
- Excellent communication skills and ability to explain technical detail in a non-technical way.
- Agile and responsive to change, particularly in an evolving and challenging external environment.
- Contributes to the success of ICT service delivery and projects.

Knowledge, Experience and Skills

Essential:

- Degree in relevant ICT related discipline and/or similar workplace experience.
- Experience of 2nd or 3rd line support in a multidisciplinary internal support function.
- Extensive experience of Microsoft 365 administration tasks.
- Experience of managing and supporting on-premises, hybrid and cloud infrastructure.
- Working knowledge of cloud platforms such as Microsoft Azure, AWS or Google Cloud.
- Demonstratable experience of migrating solutions and infrastructure from private cloud to public cloud.
- A strong technical background across infrastructure, network and telephony technologies and concepts, such as switches, firewalls, SD-WAN, VoIP and VPN.
- A good working knowledge and understanding of relevant legislation best practice and regulation in IT, such as Cyber Essentials and ISO.
- Significant experience around end user computing device and application maintenance including patch management using SCCM and Intune.
- Experience of leading Cyber Security investigations, including providing solutions and recommendations.

Desirable:

- ITIL V4 Foundation certificate.
- Experience of using various scripting languages, such as PowerShell and Python.
- Experience of 3rd party security solutions, such as Mimecast, Sophos AV and Forcepoint One.

Values and behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours. They mean a lot to us. They help define how we should all work and this helps us to stand out from other providers and employers. Please see overleaf.

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Saha SPIRE Values

Servant Leadership

We help people thrive

We set high benchmarks with an encouraging and supportive leadership style

Passion

We love our work

We invest in the lives of residents and fight to do better for them

Inclusion

This is a team effort

We provide an environment where everyone has a sense of belonging and feels respected and valued

Respect

We show respect for all

We create a place where residents, colleagues and partners are all encouraged to contribute

Effectiveness

We find a way

We deliver meaningful change and are committed to achieving our objectives

The Four Pillars

Our Practices

Building for and serving customers

Our Places

Investing in decent, safe, and affordable homes

Our People

Being an employer of choice

Our Pounds

Achieving value for money and financial resilience