

Job Description

Job Title: Server and Storage Analyst

About SLC

Student Loans Company is a non-profit making Government-owned organisation set up in 1989 to provide loans and grants to students in universities and colleges in the UK. We are responsible for student support delivery in the UK.

Company Mission

We enable our customers to invest in their futures by delivering secure, accurate and efficient assessment, payment and repayment services.

Company Vision

Our vision is to be valued as a digital, customer-focused, centre of excellence.

Job Details

Overview of department:

ITS Operations is one of 5 core functions within SLC the others are Software Delivery, Architecture, Security and Service Delivery and Vendor Management. The role of the Server Storage analyst is within the Server and Storage team who are responsible for the day to day administration and management of the Unix (AIX, RHEL) and Wintel estate. The main responsibilities are, but not limited to Patching, Backups, Resolution of Incidents / problems and Project work on our new estate.

Grade: Grade 3

Reporting to: Server & Storage Team Lead

Budget Responsibility: N/A

Line Management Responsibility: N/A

Job Purpose:

The Unix Server & Storage Analyst will join a team responsible for supporting and strategically managing the SLC Unix server and storage infrastructure. You will be responsible for the support and implementation of hardware and software standards for the Unix and storage estate, and ensuring 'best practice' standards, policies and procedures are followed.

You will be required to ensure that you keep abreast of new technology developments.

- Provide 3rd level technical support for Unix and Server Storage in support of SLC's corporate, departmental and individual objectives.
- Ensure the Unix and storage infrastructure and associated technologies remain current, supported, highly available, operate efficiently, perform within agreed targets, and deliver a secure platform on which SLC can carry out its business.
- Provide 3rd line specialist support to users of the system, working in collaboration with other operations and wider technical community in order to diagnose and fix service affecting

issues.

- Liaise with other operations teams and the wider technical community on design, implementation, and transition to BAU operation of new server and storage infrastructure.
- Drive service improvement initiatives to ensure the server estate is current and supportable.

Key responsibilities:

- Contribute to the provision of 24x7 support of services for Unix and Storage estate (including during on-line day and participation on on-call rota)
- Perform fault resolution and rigorous root cause analysis, ensure root cause is understood and service impact is minimised.
- Advise on technical design and assist with project build activity, ensuring adherence to standards including security and infrastructure is fit for purpose & supportable
- Ensure security patching process is defined and adhered to and all software/firmware versions are at an appropriate level.
- Ensure Systems Backups are being defined, performed and adhered to.
- Ensure platform standards are defined and adhered to, and new standards agreed and documented as appropriate.
- Ensure standard documentation procedures adhered to; creation of quality support documentation for all services.
- Manage change into the infrastructure platforms, following change process.
- Undertake an active role in business continuity and disaster recovery
- Ensure familiarity with new technology and make recommendations to Management, including the provision of advice and guidance on current and developing server and storage technologies and techniques
- Ensure priorities are met and assigning project work to ensure achievable delivery, and conducting performance development activities as required
- Identify risks to platform and deliver plans to address service improvements, as well as better ways of working
- Undertake tasks as assigned by Line Manager

Knowledge, Skills and Experience:

- Bachelors Degree/HND in Computer Science/Information technology (or equivalent relevant experience)
- Sound interpersonal skills and collaborative approach with the ability to interact and communicate effectively across all levels of the organisation
- Good influencing skills
- Solid organisational, time management and prioritisation skills
- Knowledge of other server technologies, including Wintel, desirable
- Experience of working in 1000+ seat corporate financial services environment
- Experience with automation & continuous integration
- ITIL Foundation (minimum)