



Role Title	Data Protect Principal Analyst	Role Purpose	<p>The Principal analyst is the lead technical role in the Data Protect team. Supporting the Data Protect Manager and inspiring a shared vision, to transform BTS's IT service provision, in line with BTS vision and values.</p> <p>The Data Protect team are responsible for all infrastructure components within the Data Protect products ensuring that these are managed including Lifecycle, Capacity, Monitoring, Cost & Licensing, Innovation and Security.</p>	 
Reports to	Data Protect Manager			
Directly Supervises	N/A			
Total team size	6			

Key Accountabilities:

- Act as a technical lead / subject matter expert within Data Protect
- Responsible for leading and resolution of technical incidents and problems by offer deep subject matter expertise and act as a final escalation point within Data Protect
- Play a lead role in continuous improvement by implementing optimised processes and management practices resulting in infrastructure, systems and services, that are reliable, scalable, secure, efficient, well controlled and documented
- Ensure the delivery and technical support of products, applications and services meet the agreed service levels and standards (OLA/SLA)
- Proactively identify opportunities and create and deliver business case proposals to team Manager to improve reliability, stability and efficiency of products
- Instigate and orchestrate complex changes to infrastructure and systems, in line with change control processes
- Make a significant contribution in improving customer service & satisfaction and operational efficiency, whilst reducing risk and operational costs to minimal levels
- Facilitate and typically lead, the delivery of medium/large technical projects and complex work packages
- Support, coach and mentor the other members of the Data Protect team, leading by example and deputising, where required, for the Data Protect Manager
- Develop, produce and maintain IT documentation and following IT procedures as required

Essential Skills, Knowledge & Experience:

- Extensive knowledge, understanding and expertise including but not limited to:
 - Storage technologies (Pure)
 - SAN technologies (Brocade & SanNav)
 - Backup and Recovery (Commvault, Avepoint)
 - Microsoft Server technologies, Active Directory Services, Group Policy, Certificate Services, Windows Terminal Services, ADFS
 - Virtualisation technologies; VMware ESX Server, Hyper-V
 - Cloud technologies; Microsoft Azure, Microsoft 365, AWS
 - Scripting knowledge; PowerShell, SQL
 - Strong understanding of networking fundamentals (TCP/IP, DNS, WINS, DHCP, Load-Balancers)
 - Microsoft SCCM
 - Management within a 3rd party remote Data Centre environment
 - PKI certificate management
 - License Management
- Significant experience supporting large/enterprise level infrastructures
- Excellent analytical and problem solving skills to achieve prompt resolution
- Strong experience of incident and problem management including 3rd party service providers
- Capable of managing concurrent initiatives

Desirable Skills, Knowledge & Experience:

- Educated to degree level
- Industry recognised qualifications including but not limited to Microsoft Certified (AZ-900, AZ-104) and VMware Certified Professional (VCP)
- Strong knowledge of risk management principles
- Experience of capturing, documenting and analysing IT requirements
- Solid operational understanding of multiple standards and tools; ITIL preferably v4 Practitioner/Intermediate qualified
- A good knowledge of current business trends and potential technical ramifications of changing business environments on current and future technology solutions

Other requirements of the role:

- Ability to work flexibly i.e. outside of recognised normal working hours
- Willing to travel to other locations/suppliers/vendors etc when necessary
- Expected to work in a shift pattern covering core hours from 8 am to midnight UK time on a shift rota basis
- Expected to be part of the operational On-Call rota