

**THE UNIVERSITY OF MANCHESTER**

**PARTICULARS OF APPOINTMENT**

**PROFESSIONAL SERVICES**

**DIRECTORATE OF IT SERVICES**

**ENGINEERING**

**ITOC ANALYST (TWO POSTS AVAILABLE)**

**VACANCY REF: PSX-027963**

<b>Salary:</b>	Grade 5 £31,387 to £35,880 per annum, depending on relevant experience
<b>Hours:</b>	35 hours per week
<b>Duration:</b>	Permanent
<b>Location:</b>	Oxford Road, Manchester

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**Enquiries about the vacancy, shortlisting and interviews:**

Name: Please contact our IT Resource Management Team

Email: [it.resource@manchester.ac.uk](mailto:it.resource@manchester.ac.uk)

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**Overall Purpose of the Job**

Reporting to the IT Operations Centre (ITOC) Manager, the ITOC Analyst is a full-time, onsite role performing day-to-day monitoring activities required for the ITOC function including but not limited to:

- Service, system and infrastructure monitoring and event management
- Backup success and failure monitoring
- Change readiness and service impact monitoring and coordination
- Configuration Management Database (CMDB) and configuration item (CI) monitoring; group creation; updating and maintenance
- Event remediation and intervention through the use of standard operating procedures (SOPs)
- Reporting and dashboard monitoring and escalation to technical teams as needed

The ITOC Analyst is responsible for monitoring and maintaining the systems, network, and infrastructure covered in the ITOC operational level agreements (OLAs) with other teams and service owners. This role involves proactively identifying and resolving technical issues,

coordinating incident response, ensuring the smooth operation of IT services, managing CMDB updates and change monitoring.

The ITOC Analyst will work closely with other ITOC members, various IT teams and stakeholders to provide real-time monitoring, analysis, and support to ensure the stability and availability of critical IT systems, following ITIL processes and best practices.

The ITOC Analyst will be required to work onsite, in the ITOC room according to the scheduled roster eventually leading to 24/7 support and monitoring of University services and infrastructure.

### **Key Responsibilities, Accountabilities and Duties**

- Monitors and analyses the performance of University services, IT systems, network devices and infrastructure using various monitoring tools and technologies.
- Responds promptly to system alerts and incidents, troubleshoots issues and takes appropriate actions to mitigate disruptions and minimise downtime, following ITIL event and incident management processes.
- Coordinates incident management activities, including incident response, escalation to 2<sup>nd</sup> and 3<sup>rd</sup> line teams and resolution, adhering to defined procedures and operating level agreements (OLAs) based on ITIL guidelines.
- Documents and tracks incidents, including the details of the problem, actions taken and resolutions achieved, in accordance with ITIL best practices.
- Performs root-cause analysis of critical incidents and implements preventive measures to minimise recurrence, following ITIL problem management processes.
- Implements event management processes to ensure timely identification, categorisation and resolution of IT events and alerts.
- Collaborates with cross-functional IT teams to ensure effective communication and timely resolution of incidents and problems, adhering to ITIL change management processes.
- Updates and maintains the CMDB, ensuring accurate and up-to-date configuration information, following ITIL configuration management processes.
- Monitors and tracks changes to the IT environment, ensuring compliance with change management processes and procedures.
- Conducts periodic system health checks, capacity planning and performance analysis to optimise IT infrastructure, following ITIL service capacity management guidelines.
- Assists in the development and maintenance of IT Operations Centre SOPs, guidelines and documentation, aligned with ITIL framework.
- Participates in on-call rotation and provide after-hours support as needed, according to the scheduled roster.
- Stays up to date with emerging technologies, industry trends and best practices related to IT operations, monitoring, CMDB management and ITIL frameworks.

IT Services responsibilities, accountabilities and duties

- You will be expected to demonstrate a commitment to the IT Services Practice Charter and the University's values. The University of Manchester values a diverse workforce and welcomes applications from all sections of the community.

<https://documents.manchester.ac.uk/display.aspx?DocID=58340>

<https://www.manchester.ac.uk/discover/vision/>

- You may from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.

**Person Specification**

<b>Experience/education/qualification background:</b>	<ul style="list-style-type: none"> <li>Familiarity with ITIL processes, including incident management, problem management, change management, configuration management, and service capacity management.</li> <li>Proficient in event management techniques and tools.</li> <li>Experience in CMDB management, including updating and maintaining configuration information.</li> <li>Proficient in change monitoring and ensuring compliance with change management processes.</li> <li>Experience with monitoring tools, such as Nagios, SolarWinds, Zabbix, or similar.</li> <li>Proficient in scripting languages (e.g., SQL, Python, PowerShell) for automation and monitoring tasks.</li> </ul> <p>Desirable qualifications: ITIL Foundation, Network+, CCNA</p>
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Competency (Professional, technical or behavioural)	Level	Essential	Desirable
<b>Incident management tools:</b> Including interrogation of incident database, creation of parent and child incidents, creation of queries to seek trends and use of known error logs/databases.	Familiar with	X	
<b>Configuration management:</b> The discipline that gives precise control over IT assets and components by recording and maintaining information about the 'configuration items',	Familiar with	X	

including hardware devices, computer programs, software licences, documentation, network devices, and data centre facilities (virtualised and static).			
<b>Infrastructure architecture:</b> The frameworks and principles on which networks, systems, equipment and resources are based both on premises and cloud-based.	Familiar with	X	
<b>Telecommunications protocols:</b> Rules for the inter-operation of networking components (e.g. TCP/IP, DNS, DHCP, and routing).	Familiar with	X	
<b>Operating systems:</b> System software that controls activities such as input, output, dynamic resource allocation, and error reporting, within the operation of a computer configuration.	Familiar with	X	
<b>Service level agreements:</b> The purpose and composition of a service level agreement (SLA); the relationship between an SLA, an OLA (Operational Level Agreement) and an underpinning contract for the supply of services.	Familiar with	X	
<b>Customer service techniques:</b> Techniques for identifying, gathering and validating customers' needs in the delivery of IT services.	Familiar with	X	