

## JOB DESCRIPTION

<b>JOB TITLE</b>	IT Network Analyst (placement student)	<b>FUNCTION</b>	IT Services – IT Network Support
<b>JOB HOLDER</b>	New appointment	<b>LOCATION</b>	Theale
<b>REPORTS TO</b>	IT Network Support Manager	<b>DATE</b>	December 2004

### JOB PURPOSE

*(Summarise the main objective of the job in no more than one or two sentences)*

To support the IT Network Services department and other IT departments in resolving internal customer and supplier day to day Network support issues, through call tracking, communication and escalation where appropriate. The incumbent will use their broad knowledge of IT Infrastructure systems (Server OS, Desktop OS, Client devices, LAN technologies, WAN technologies and Remote Access technologies) to troubleshoot and resolve issues in a timely manner or re-direct to the appropriate team as required.

Although a junior role within the IT Networking team, the role should be considered an intermediate/advanced technical role within the IT Infrastructure group.

Reports to the IT Network Support Manager, who in turn reports to the IT Network Manager.

Takes ownership of network or related issues (as part of a team) and works with 3<sup>rd</sup> Parties, IT Network Analyst(s), IT Network Support Mgr and where appropriate the IT Network Manager to determine a strategic approach to resolution.

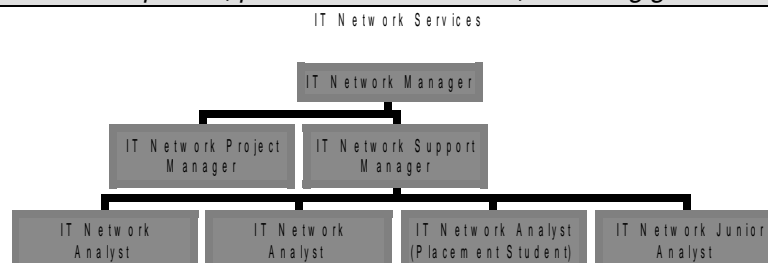
**Produces KPI's regarding fault calls and route cause analysis how these may be proactively reduced. Carries out daily checks regarding backups and network health .**

The role will also require the incumbent to attend various PepsiCo UK sites to perform preventative maintenance and carry out project work.

Performs other duties as advised by the IT Network Management Team (i.e. IT Network Support Mgr, IT Network Project Mgr, IT Network Mgr).

### POSITION IN ORGANISATION

*(Detail job in relation to immediate superiors, peers and subordinates, indicating grade levels)*



NB The analysts may be seconded to the IT Network Project team to lead, undertake or assist in project activity.

## PRINCIPAL ACCOUNTABILITIES

*(Provide 4-8 examples of key accountabilities, in rank order)*

### Tasks

Pro-actively monitors the network and network services systems and resolves or escalates (as appropriate) any issues in a timely manner (incl. where required out of hours support – to standard support contract terms).

Following agreed procedures, receives requests for assistance from users (via Helpdesk) in a pleasant and professional manner. Resolves log entries of requests with fault details and communicates back to Helpdesk.

Following agreed procedures, responds to requests for assistance by providing information to enable callers to solve their problems. Maintains accurate log entries of contact with resolution details and follow-up information.

Works with other IT/Business personnel to assist with Project Activity, as required by IT Network Management team.

Helps to promote a “knowledge share culture” within the team by partaking in cross training workshops and maintaining a disciplined document management attitude.

## JOB DIMENSIONS

*(Detail financial and non-financial statistics relevant to job, ie., budgets and direct/indirect staff supervised)*

There are no financial responsibilities.

This role has no direct reports.

This role will be responsible for maintaining department KPI statistics and daily checks reports.

## DECISION-MAKING AUTHORITY

*(Give examples of decisions made with/without reference to Manager, explain frequency of contact with Manager)*

### Level Definition

#### Autonomy, Responsibility and Authority

Is at an intermediate technical level in Networking Technologies. Understands the importance of resolving issues in a timely manner.

Authority:- None, reports to IT Network Support Manager.

#### Influence

Will be technically aware of relationship between Networking and all other IT Infrastructure technologies. Has a broad understanding of Infrastructure technologies and will be the first point of technical contact for the other IT Infrastructure teams for day to day support issues.

Will work closely with IT Network Support Analysts. Sign-off for high-impact activities must be gained from IT Network Management team.

#### Complexity of Work

Performs a broad range of standard and intermediate activities in a wide variety of contexts. Although the role has no direct reports, the role carries a great deal of responsibility. Issues not resolved in a timely manner will directly affect every aspect of our business from an operational capacity (I.e. from IT, Marketing, Route to Market through to Supply chain and Production). The knowledge of network/system technologies and commercial understanding that will be attained will help them to make informed and tactical decisions to minimise the impact of their decisions/actions.

## EXPERIENCE/COMPETENCIES REQUIRED

*(Detail knowledge, skills and experience required)*

### Knowledge and Skills

Good knowledge of the IS infrastructure (hardware, databases, client devices, operating systems, directory services, importance of systems redundancy etc). Good technical understanding of Desktop OS, Server OS, Remote Working methods and their relationships with other systems.

Intermediate knowledge of Networking Technologies.

Excellent communication and literacy skills.

Already understands all areas of IT Infrastructure outside of immediate area of specialisation (Networking) to an intermediate level (Desktop OS, Server OS, Client Systems, Directory Systems).

Understands Networking concepts and technologies to an intermediate level.

Familiar with a range of information gathering techniques, tools and sources (eg: contextual enquiries, focus groups, structured interviews, questionnaires, observation, statistical). Identifying gaps in the available information required to understand a problem or situation and devising means of remedying such gaps.

Dealing effectively with unexpected situations, taking advantage of opportunities and overcoming problems

## SPECIAL FEATURES

*(IE., INTERFACES- describe the most frequent internal/external contacts)*

### Level Definition

#### Essential Skills

Has a systematic, disciplined and analytical approach to all work undertaken.

Is able to plan, schedule and monitor own work within a limited time horizon, using effectively applicable methods, procedures tools, equipment and standards.

Demonstrates effective oral and written communication ability covering all routine activity and contacts.

#### IS in Context

Acquires a basic appreciation of the wider field of IS outside own specialisation and understands how own role relates to other IS roles and to the employing organisation as a whole.

#### Learning and Development

Is able to absorb rapidly and apply new technical information as required.