

Analyst, Server & Storage

Role Description:

The purpose of the Server & Storage Analyst role is to maintain the Carnival UK IT Infrastructure across the Carnival UK Head Office, Global branch sites and the cruise ship fleet.

The role provides an exciting opportunity to join a dedicated team of professionals providing operational support to all systems and platforms, providing third line support to the rest of the department along with input to project activities. Acting as a SME for specific areas of technology, including Incident and Problem Management, Proactive Maintenance activities and Implementation of new technologies.

The Storage and Server Analyst will ensure that all requests for support are dealt with according to agreed procedures using software, tools, and techniques to investigate and diagnose incidents and problems. Monitor performance, undertake capacity management and create reports, working with users, other staff and suppliers as appropriate.

The Storage and Server Analyst will have to liaise with and co-ordinate activities with 3rd party vendors who are in turn providing support and enhancement services. Develop detailed plans for project activities and assure the quality of technical delivery from 3rd party vendors.

RUI:	936	Grade:	CUKog	DBS check required:	Y
Directorate:	Carnival UK Shared Services	Reports to:	Manager, Server & Storage		
Function:	Carnival UK Technology	Team:	Technology Infrastructure and Operations		
Direct reports :	Job Titles & Level <ul style="list-style-type: none"> None 				

Accountabilities:

- Build appropriate and effective business relationships.
- Maintain regular contact with stakeholders during incident and problem resolution.
- Communicate effectively both formally and informally.
- Administer the IT infrastructure and provide operational support for the organisation's information data systems and storage.
- Proactively manage capacity and availability of supported systems.
- Identify operational issues and ensure remediation to minimise business impact.
- Escalate potential issues in a timely manner to ensure day-today service availability and capacity.
- Produce accurate technical and detailed support documentation.
- Provide second and third line support for all server and storage systems and ensure high availability.
- Maintain a good knowledge level of current industry trends and developments.
- Undertake detailed and complex project tasks working a long side project managers and solution architects in meeting business requirements.
- Performs recovery procedures, scheduling and back-ups and monitors batch processes.
- Responsible for creating/owning LLD's (Low Level Design) or the input into LLD's where appropriate.
- Work within the shift pattern required to ensure support during core hours.
- Out of hours support on a rota basis (if required).
- Adhere to operational technical procedures and policies.
- Take initiative to keep skills up to date.
- Accountable for meeting allocated technical and/or project/supervisory objectives.
- Ensure the CAB process is adhered to and agreed processes are followed.
- Where appropriate, demonstrate the capabilities of a technical lead within projects.
- Where appropriate, demonstrate the capabilities of a SME for operational and project purposes.

Health, Environment, Safety, Security (HESS) Responsibilities:

- Lead by example by taking care of the health and safety of yourself and others.
- Report all accidents, 'near miss' incidents and work related ill health conditions to your manager, team leader.
- Follow safety rules and procedures.
- Use work equipment, personal protective equipment, substances, and safety devices correctly.
- Take part in safety training & risk assessments and suggest ways of reducing risks.
- Appoint shore side risk assessment Subject Matter Expert's as required to review and approve risk assessments.
- Actively promote safe working within your team and encourage safe behaviours.
- Demonstrate safety leadership in accordance with our safety leadership behaviours.

General Responsibilities:

- Adhere to Corporate Policies and Procedures, including Code of Conduct, Audit Procedures and any control related responsibility for financial data entered, stored, or reported via business systems within employee's control (list not exhaustive).

Scope:

Problem solving:

- Maintain regular contact with stakeholders during incident and problem resolution
- In-depth troubleshooting skills and root cause analysis
- Working closely with our Onboard Technology team to assist with connectivity issues

Impact:

- As a team member of the Server & Storage team, positively impact a high performing continuous improvement culture
- As an effective team player within the Technology department
- Put our colleague and guest's interests first with Drive and Urgency

Leadership:

- Work closely with IT colleagues (service desk, other third line teams, and project managers) and a variety of stakeholders to ensure required outcomes are achieved.
- Maintain close working relationships with business units and peers in other areas of Carnival UK.
- Influence customers, suppliers, partners and peers.
- Educate and lead on good practice, awareness and accountability for employees.

Demonstrable Behaviours:

- Guest and customer centric approach, passionate about enhancing the service being offered across the team
- Natural collaborator, energetic and enthusiastic about cross functional delivery
- Strong communicator in all its forms across all levels of the organisation
- Always looking for ways to improve personally and to the way things work
- Decisive, 'can do' attitude whilst maintaining a clear focus on problem solving and seeing action through to delivery
- Innovator who can develop new ideas and ways to improve the service we offer

Knowledge, Experience and Qualifications::

Qualifications – essential:

- None

Knowledge/ Experience – essential:

- Experience within a Server Analyst / 3rd Line Infrastructure Support role.
- Experience of ITIL process based environment.
- Understand IT concepts and architectures, and the principles and processes of implementing and delivering IT services.
- Detailed understanding and working knowledge of network technologies (LAN & WAN).
- Experience supporting the following technologies:

Qualifications – desirable:

- Degree in a relevant discipline
- Relevant professional IT qualifications (e.g. ITIL, ITSM)

Knowledge/ Experience – desirable:

- Experience supporting the following technologies:
 - Microsoft SCCM
 - SQL Clustering 2008 and 2012
 - EMC SAN Storage Administration
 - EMC Networker
 - Linux
 - IBM AIX
 - Sophos Security Toolset

<ul style="list-style-type: none"> ○ Windows Server 2008 R2 and 2012 R2 ○ Active Directory and Group Policy ○ VMware vSphere 5.5 and above ○ VMware SRM (Site Recovery Manager) ○ Core Wintel services including DNS, DHCP, DFS, WSUS, WINS ○ Backup and Disaster Recovery Principles 		<ul style="list-style-type: none"> ○ PKI Infrastructures ○ LAN & WAN technologies 	
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