

Solution Delivery Analyst - Product

Reports to: Director of Solution Delivery

Department: Solution Delivery

Location: Atlanta

Purpose of Role:

This role is based from the Atlanta office and will require travel to other offices within the group as well as internal and external customer / supplier meetings as and when required.

Reporting directly to the Director of Solution Delivery, the Solution Delivery Analyst supports the effective and efficient operation of all aspects of the Solution Delivery lifecycle with a focus on Omnico product deployment to platform, documentation of deployment methodologies, standardised templates, rapid deployment of solutions and product delivery, in line with business processes and change control procedures.

He or she plays an active role in the design, planning, and delivery of product solutions that support Solution Delivery processes.

The Solution Delivery Analyst (Product) works closely with his or her colleagues on the Solution Delivery team to constantly enhance and improve technologies, methodologies and processes associated with the delivery of Omnico products and solutions.

Key Responsibilities:

- ❖ Deploy Omnico products to QA, Support, UAT and Production environments following best practice and change control appropriate for each environment.
- ❖ Continually improve knowledge of Omnico's product suite, its deployment, maintenance and operation.
- ❖ Document Solution Delivery methods to a high standard, suitable for internal and customer consumption.
- ❖ Validate product releases against defined assessment criteria, ensuring installation instructions, release information and installation methodologies adhere to expected standards and practices.
- ❖ Oversee complete lifecycle of lab system inclusive but not restricted to builds, configurations, deployments and change control.
- ❖ Provide standardised templates and builds for Development, QA and Support labs.
- ❖ Maintain development operations infrastructure including NAS/SAN environments and VMWare vsphere clusters/farms.
- ❖ Provide support to solutions based on private and public cloud environments ensuring adherence to redundancy and disaster recovery policies.
- ❖ Learn and comply with standard-operating procedures (SOP), Omnico's quality model and change control procedures for product life cycle.
- ❖ Perform with network management and monitor tools for active company's production systems supervision.

- ❖ Consistently operate within change control and product release processes. Adhering to best practice at all times.
- ❖ Evaluate emerging platforms and technologies for efficiency and process improvement possibilities.
- ❖ Update technical and marketing documents related to infrastructure analysis.
- ❖ Determine the most appropriate design of infrastructure to support Omnic solutions, taking into account vanilla specifications, prevailing best practices and technologies;
- ❖ Actively encourage adherence to the company's information security policy and to the requirements of the Data Protection Act;
- ❖ Provide regular progress reports to the Director of Solution Delivery on projects / KPI's and activities.
- ❖ Attending training courses deemed to be beneficial to your performance or skill
- ❖ Carrying out any other reasonable requests deemed appropriate.
- ❖ Adhering to company procedures, especially those on fire, health and safety and security

Personal Attributes:

- ❖ Demonstrable understanding of networking LAN/WAN topologies, virtualisation technologies, private and public cloud infrastructure, backup and disaster recovery methodologies and technologies.
- ❖ Demonstrable knowledge of the deployment of Microsoft Server and Workstation operating systems, rapid deployment technologies (such as MDT/WDS and SDC).
- ❖ Ideal candidate will have at least 7+ years' experience in infrastructure or IT Platform Support environments.
- ❖ An excellent communicator with strong written and organisational management skills.
- ❖ Self-motivated, works on their own initiative with minimal supervision
- ❖ Be able to work under pressure to meet project deadlines.
- ❖ Good analytical, problem solving and numerical skills are essential.
- ❖ Pragmatic, hands on individual.
- ❖ The ability to embrace issues / problems encountered and communicates to the relevant internal teams / customer working towards a satisfactory resolution.

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