

Job Title: Infrastructure Analyst

Department: IT Support

Location: Ipswich or Mayfair

Salary Competitive salary plus a generous benefits package

Contractual Hours Your normal hours of work will involve working shifts which will be decided on an individual basis. These will be either from 7:30am to 4:00pm or 9:30am to 6:00pm. IT Support and Services cover is required between 7:30am and 6:00pm Monday to Friday. On occasion, there may be a requirement to work outside of these hours, including weekends.

Job Summary To provide high-quality service and support to Killik staff, platforms and services. The role focuses on maintenance of existing platforms and networks, while continually identifying and delivering improvements for performance, cost optimisation, reliability and resilience.

Supporting BAU operations while also supporting the wider technology and change teams for project and product delivery across the firm. Ensuring that new and updated systems are high availability, scalable and performant. The Infrastructure Analyst is expected to serve as an escalation point for the IT Support team for infrastructure or network matters. They are also expected to provide support, guidance and advice to other areas of the business or third-party providers as required.

Key accountabilities

Infrastructure Support and Maintenance

- Support and maintenance of the Killik network including; LAN, WLAN, SD-WAN and VPN. Predominantly Cisco technologies.
- Support and maintenance of Killik's Virtualised Infrastructure and underlying hardware on Nutanix.
- Support and maintenance of IT infrastructure services, including reactive support incident remediation and proactive monitoring and problem resolution.
- Monitoring of infrastructure services, reporting on uptime and status, escalating issues, identifying and logging risks.
- Work closely with IT Support and DevOps functions to support the firm and its change agenda.
- Work with Managed Service Providers to support the firm in the areas where they provide a service.

Change, Incident and Problem Management

- Ensure proper change management function is applied to all changes and updates to the Infrastructure and Network.
- Respond proportionately to incidents and system failures.
- Identify and remediate root cause problems to limit and eliminate repeated incidents.

Projects and Enhancements

- Working closely with the Infrastructure and Network manager on suitable projects and enhancements to the Killik infrastructure and network.
- Working with Development, Data and Change teams on Infrastructure requirements for wider company change initiatives.

Technical Knowledge & Continuous Improvement

- Provide technical guidance to the IT Operations team and other departments as required.
- Contribute to root cause analysis of recurring incidents and support problem management activities.
- Identify opportunities to improve Infrastructure and Network.

Documentation & Procedures

- Work with colleagues to ensure consistency of documentation and procedures.
- Assist with internal and external audits.
- Monitor all documentation and procedures and ensure they are kept up to date and reviewed regularly.

Competencies/skill set

- Getting things done
- Communication & Sharing Knowledge
- Customer Service
- Effectiveness & Adaptability
- Team Working

Qualifications/experience required

- Knowledge and experience of networking technology and principles.
 - Knowledge and experience of virtualisation/hypervisor technologies.
 - Knowledge and experience of backup principles and technologies.
 - Understanding of cyber security and safe practices.
 - Knowledge and experience of Window Server operating systems.
 - Understanding of Linux operating systems.
 - Ability to troubleshoot complex technical issues across multiple systems and platforms.
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- Experience of coordinating with third-party support providers where required, and maintaining strong relationships.
 - Good verbal and written communication skills.
 - Understanding of change and problem management processes and how these impact business operations.
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To apply, please email your CV and cover letter to recruitment@killik.com.

We are committed to ensuring a fair and inclusive process. If you require any reasonable adjustments under the Equality Act 2010 (for example, accessibility support or alternative formats), please let us know in advance so we can make the necessary arrangements. Your personal information will be handled in accordance with the UK GDPR and our [privacy policy](#).

Recruitment Process

At Killik & Co, we are committed to conducting a fair, consistent, and transparent recruitment process. While the structure may vary depending on the position, candidates can typically expect the following stages:

1. **CV Review** – All applications are anonymised, then assessed against the essential and desirable criteria outlined in the role profile.
2. **First Interview** – An initial conversation designed to explore your professional background, core competencies, and motivation for the role.
3. **Second Interview** – A more detailed discussion with the hiring team, which may include technical questioning, competency-based evaluation, or discussion of relevant experience.
4. **Third Interview (where applicable)** – For certain roles, an additional stage may be required, such as a presentation, case study, or meeting with senior stakeholders.
5. **Offer or Decline** – Following completion of all interviews, we will communicate the final outcome. Successful candidates will receive a formal offer subject to any required pre-employment checks.

While we endeavour to respond to all applications, this may not be possible for vacancies with high volumes of applications.