

3rd Line Analyst

Job Description



The purpose of your role in Our Co-op

As a 3rd Line Analyst, you will provide expert technical support and resolution for complex IT issues to our co-op and its wider business. You will play a critical role in maintaining the stability, security, and performance of our IT systems, whilst collaborating with internal teams and external vendors to deliver efficient solutions that contribute to the continuous improvement of our IT infrastructure.

You'll become part of a skilled, engaged, and diverse team, supporting our co-op in our collective vision to be the best at what we do in the East of England.

The Team you are joining

The Technology Team is responsible for driving digital innovation, system management, and IT infrastructure within our organisation. We ensure that our technology solutions align with business objectives, support operational needs, and enhance the customer experience. Our team works collaboratively to implement, maintain, and improve IT systems while upholding data security and best practices.

Things you need to know

This is a hybrid-working position which will require you to adhere to our hybrid working policy and procedures.

This role operates on an on-call rota basis, providing out-of-hours support for business-critical IT incidents.

Please note that our working patterns are non-contractual. The advertised working pattern represents the normal working pattern for the role at time of advertisement and is subject to change.

The skills we are looking for

- Communication
- Teamwork
- Adaptability
- Technical proficiency
- Customer focused

Your reporting lines

Location

Wherstead Park,
Ipswich, Suffolk, IP9 2BJ

Department

Central Office,
Technology

Reports to

Technology & Security
Leader



EMPLOYER RECOGNITION SCHEME

BRONZE AWARD

Proudly supporting those who serve.



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What you will be working on at Our Co-op

1. Technical Escalation & Issue Resolution

- Serve as a technical escalation point, providing guidance and resolution for complex technical issues, ensuring timely resolution of escalated tickets and adherence to SLAs.

2. Advanced Troubleshooting & Root Cause Analysis

- Investigate and diagnose advanced IT incidents, perform root cause analysis, and implement effective solutions.

3. System Design, Maintenance & Monitoring

- Design, implement, and maintain IT systems (servers, SANs, networks, security infrastructure), perform proactive system monitoring, and optimize performance.

4. Collaboration & Knowledge Sharing

- Work with Service Desk and 2nd Line Analysts, providing guidance, knowledge transfer, and contributing to skill development.

5. Project & Technology Implementation

- Collaborate with cross-functional teams to assess, implement, and provide technical expertise on new projects or emerging technologies that align with business needs.

This job description sets out the major tasks associated with the stated purpose of this post. Minor tasks normally considered an integral function of this post will be undertaken and not excluded simply because they are not itemised.

Our Values

At Our Co-op, we live by a set of five values. What's important to remember is that your behaviours reflect our values in whatever task you're performing.



To find out more about our values, visit www.eastofengland.coop/careers/our-values