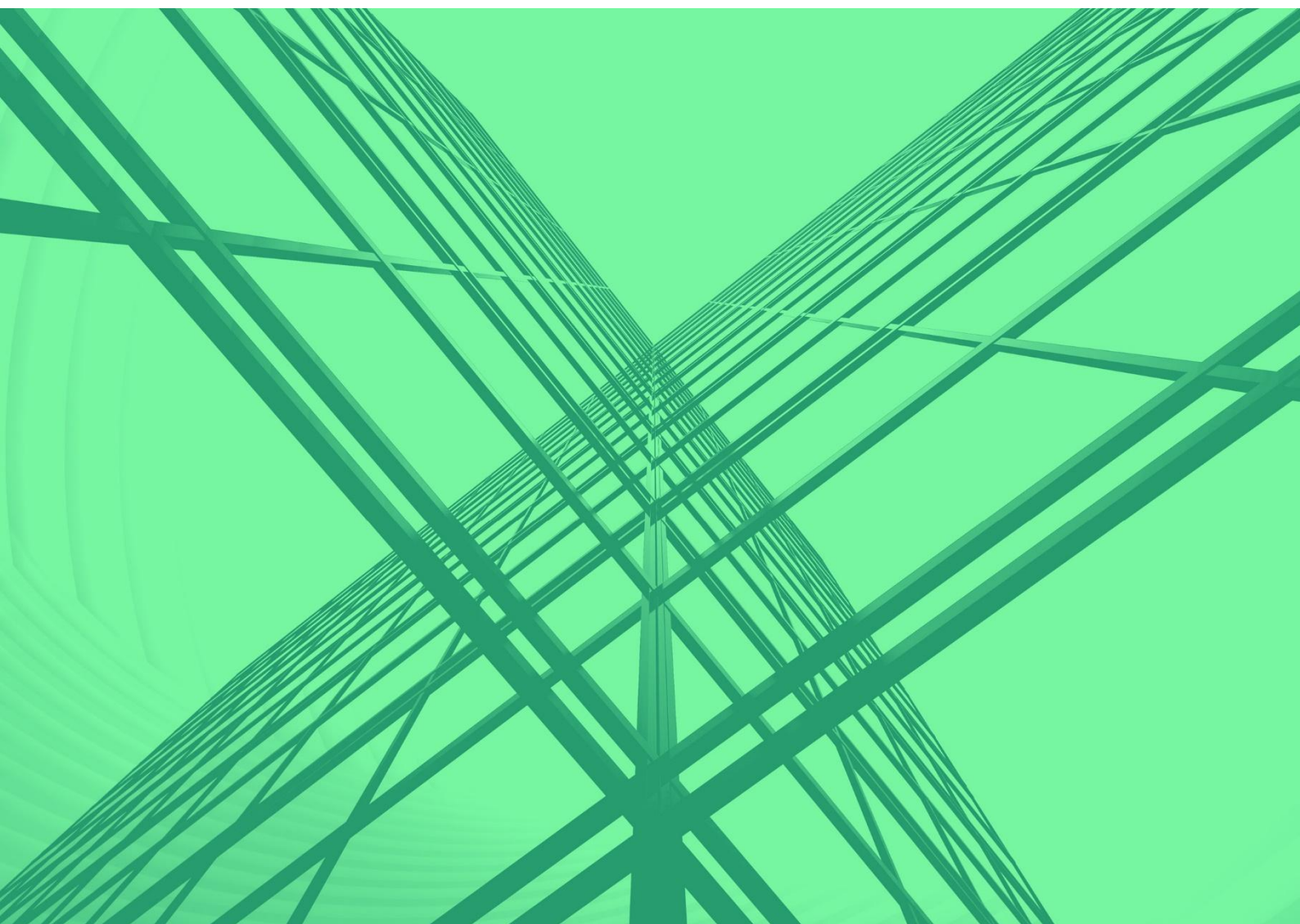


IT Operations Analyst

CANDIDATE PACK

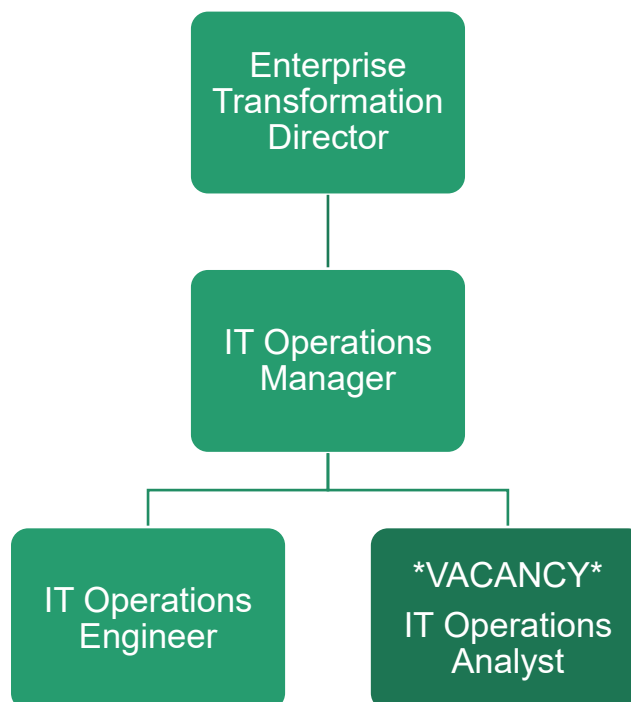
Full Time

35 hours per week



The IT Operations Team

Our IT Operations team are a team of 3 that report into the Enterprise Transformation Director and are a part of the wider Enterprise Transformation team.



Are you organised, detail-oriented and interested in building a career in IT operations? If so, this could be the role for you!

As our IT Operations Analyst, you'll play an important role in supporting the day-to-day operation of the Institution's IT services. From monitoring systems and maintaining operational records to supporting user access, compliance activities and business applications, you'll help ensure our technology services run smoothly and effectively.

This is an excellent opportunity to build your skills in IT operations while making a solid contribution to the performance and resilience of the Institution's IT services.

Why work for the Institution?

Working for the Institution of Structural Engineers is an opportunity to learn, develop and make a difference.

Join our team of approximately 80 employees and help support our vision to lead, support and nurture the development of structural engineering worldwide.

Our head office is only a short walk from Barbican, Old Street and Farringdon. It's bright, modern and open plan, supporting a collaborative environment.

We pride ourselves on the flexibility we can provide to our staff and offer a wide variety of benefits to enhance your work life balance and wellbeing as detailed later in this pack.

To thrive with us, bring:

- An open-minded and flexible approach. Enhance our diverse and inclusive team.
- A creative attitude to work. Help us strengthen and improve in a workplace where you are encouraged to innovate and share new ideas.
- Enthusiasm and commitment. Provide our members with the best service possible to maintain our worldwide respected status.
- A friendly and communicative approach. Fit into our organisation where staff know each other well and strive to work collaboratively.
- The ambition to take on new challenges. We always look to the future to embrace change, so we continue to evolve.

For more information, please read on :

Full job description and person specification pages 4-7

Salary and package details page 8

How to apply page 9

More about us :

Our organisation, governance and values page 10-11

Organisational Structure page 12

Job description and person specification

1. Job details

Job title:	IT Operations Analyst
Reports to:	IT Operations Manager
Date:	August 2026
Location:	The Institution's HQ, in London (4 days in the office and out of office hours support where required)

2. Job purpose

To support the effective operation of IT services by monitoring systems, maintaining accurate operational data, and ensuring compliance with IT policies and standards.

To support identity lifecycle processes, maintaining asset and configuration records, producing operational reports, and escalating issues appropriately to senior members of the team.

3. Role and responsibilities

Service Monitoring & Operational Support

1. Monitor IT service dashboards, alerts, and logs, ensuring issues are recorded and escalated to senior members of the team.
2. Produce regular operational reports on service performance, incidents, compliance, and trends.
3. Support continuous improvement by identifying recurring issues and recommending process enhancements.
4. Maintain operational runbooks, workflows, and documentation.
5. Monitor the Jira queue for operational tasks and ensure appropriate escalation.

Identity & Access Administration

6. Process joiner, mover, and leaver requests in line with defined procedures.
7. Assign standard licenses and groups as per predefined templates.
8. Maintain accurate identity and access records across Active Directory and Microsoft 365.
9. Support access reviews and identity hygiene activities.

Asset, Configuration & Compliance

10. Maintain accurate asset and configuration records within the configuration management database (CMDB).
11. Support software licensing checks and compliance reporting.
12. Monitor endpoint compliance status and escalate non-compliance to the IT Ops Engineer.
13. Support data quality checks across operational systems.

Operational controls & Assurance

14. Support operational audits, risk assessments, and policy compliance activities.
15. Assist with business continuity and disaster recovery administrative tasks, including scheduling tests and maintaining documentation.

Stakeholder Support

16. Provide clear updates to internal stakeholders on operational tasks and monitoring outcomes.
17. Liaise with suppliers for operational information and documentation where required.

Projects

18. Support organisational projects within the scope of the role's operational responsibilities.

Application Support

19. Perform routine administrative checks on business applications (e.g., data validation, scheduled task status, system health indicators).
20. Support operational housekeeping activities such as data quality reviews, periodic clean-ups, and consistency checks.
21. Maintain application documentation, operational procedures, and user guides to support consistent use of business systems.
22. Conduct operational testing (e.g., UAT for small changes, release validation) following predefined scripts.
23. Monitor application dashboards and automated alerts, escalating anomalies directly to technical teams or suppliers.
24. Coordinate with suppliers and internal teams to obtain operational information, release notes, and documentation updates.

4. General responsibilities

1. Build positive working relationships across Institution departments as well as with external parties.
2. Proactively put forward suggestions for improving processes, systems etc. which support the efficiency of the department.
3. Proactively develop and grow personal knowledge, skills and expertise.

4. To act in accordance with Data Protection laws and pro-actively focus on the quality of data in their own department
5. Comply with all Institution Policy and Procedures.
6. Any other reasonable ad hoc duties as requested.

5. Communications and working relationships

1. All members of the Institution regarding operational IT tasks, monitoring outcomes, and identity/asset administration.
2. All employees of the Institution.
3. Suppliers and existing support providers.

6. Knowledge, skills and experience required

Criteria	Essential/Desirable
<u>Qualifications and Knowledge</u>	
A good standard of education at Level 3, A-Levels or vocational equivalent.	E
Good working knowledge of Microsoft 365 applications (Teams, OneDrive, SharePoint, Outlook) and ability to follow defined administrative processes.	E
Basic understanding of identity and access management concepts (e.g., user accounts, permissions, MFA) and ability to follow structured procedures for joiners/movers/leavers.	E
Awareness of mobile device management processes and ability to maintain accurate device records.	E
Experience using service management or ticketing systems to record, categorise, and track operational tasks.	E
Awareness of basic security and compliance principles (e.g., MFA, data handling, password hygiene).	E
Knowledge of GDPR and data protection requirements relevant to handling user and system data.	D
<u>Skills</u>	
Strong analytical skills with the ability to identify patterns, trends, and data inconsistencies.	E
Good communication and interpersonal skills, with the ability to provide clear updates and work collaboratively across teams.	E
Excellent organisational skills with the ability to manage multiple operational tasks and maintain accurate records.	E

Criteria	Essential/Desirable
Ability to communicate clearly and concisely, particularly when documenting processes or reporting findings.	E
Professional approach to work, maintaining confidentiality and accuracy in all operational activities.	E
High attention to detail, ensuring accuracy in data entry, documentation, and reporting.	E
Flexible and adaptable, able to follow structured processes while supporting continuous improvement.	E
<u>Experience</u>	
Experience working in an IT or operational environment, supporting administrative or monitoring activities.	E
Experience handling operational tasks such as data updates, reporting, or identity administration	E
Experience maintaining accurate records within IT systems (e.g., asset registers, identity systems, ticketing tools).	E
Experience working with IT systems such as Microsoft 365, identity platforms, or service management tools in an administrative or operational capacity.	E
Experience processing joiners/movers/leavers, updating access records, or supporting compliance checks.	E
Experience contributing to small operational improvements or documentation updates.	E

This job description does not form part of the contract of employment and may be subject to change.

Salary and package details

Salary: £31,539 per annum (Starting Salary)

Contract: Full time – 35 hours a week within a flexi-time system

Benefits: The Institution offers a range of non-contractual discretionary benefits including:

Benefits on commencement:

- Life Insurance (death in service benefit)
- Eye care and glasses- eye tests paid for and contribution towards any glasses specific for DSE use
- Access to some parts of the employee assistance programme
- Pension- can join the pension scheme from any date after commencement in Tier 1 (employer 6%, employee 3% minimum contributions)
- 25 days paid annual leave (increasing with service to 28 days) plus bank holidays and flexi leave
- Flu vaccination voucher

Benefits from three months:

- Pension- automatic enrolment in Tier one: employer 6%, employee 3% minimum contributions
- Pension- you can request to join Tier two: employer 9%, employee 5% minimum contributions
- Full pay sickness absence up to 65 days in a 12-month rolling period
- Income protection insurance: you may be eligible for this support if you are absent due to sickness for a continuous period of 13 weeks or more, subject to acceptance of the claim
- Full access to our employee assistance programme which includes a discounts and savings platform and access to additional health services (e.g. counselling, physio, 24 hour online GP, nutritionist and personal training sessions) via an app-based service

On successful completion of a 6-month probation period, you will be eligible to the following optional benefits:

- Private medical insurance (PMI) currently provided by AXA (voluntary and subject to tax and NI)
- Health cash plan, currently provided by BUPA (voluntary and subject to tax and NI)
- Reimbursement of an agreed and appropriate Membership subscription
- Season ticket loan (non-taxable)
- Cycle to Work Scheme
- Paid maternity, paternity, adoption and carers leave at rates of pay higher than statute, subject to service requirements as per the current policies
- Opportunities for pay progression.
- Two paid days annually for volunteering

How to apply: the recruitment process

Please submit an up-to-date CV and cover letter demonstrating how you meet the knowledge, skills and experience required for the role as described in the job description. The cover letter should be no more than 500 words.

To apply please see our [website](#).

On receipt, your application will be sifted by the recruitment panel and assessed against the criteria for the role. All successfully shortlisted candidates will be contacted by telephone and invited for interview. We reserve the right to close or extend this position depending on application numbers. Therefore, we would urge candidates to apply as soon as possible.

If you have not heard from the Institution within two weeks of your application, it is with regret that you have been unsuccessful on this occasion. Due to the volume of applications we receive we cannot write to all applicants.

Applicants must possess a current right to work in the UK. Applicants who do not have the right to work in the UK and/or require visa sponsorship in order to continue working in the UK cannot be considered.

The selection process will consist of a job-related assessment followed by a virtual interview with the manager for this post Asha Vasu – Enterprise Transformation Director and Conor Boyle - HR Resourcing and Support Executive.

The interview will comprise of competency questions designed to test your skills and experience required for this role. It also gives you the opportunity to ask any questions you may have about the role, the team or the Institution.

The second stage of the selection process will be a face-to-face interview with Asha Vasu – Enterprise Transformation Director and a panel of other internal managers.

We want to support you. If you require any reasonable adjustments during our recruitment process, this could be for the application, assessment and/ or interview, please let us know as soon as possible so that adequate provisions can be made for you.

The Institution of Structural Engineers

With over 30,000 members working in 105 countries, we are the world's largest membership organisation dedicated to the art and science of structural engineering.

The Institution is an internationally recognised source of expertise and information concerning all issues that involve structural engineering and public safety within the built environment.

The core work of the Institution is to support and protect the profession by upholding professional standards and acting as an international voice on behalf of structural engineers.

Governance

The Institution of Structural Engineers is governed under its Royal Charter, byelaws and the applicable regulations.

The Institution Council consists of the President, Vice-Presidents, past Presidents, representatives of regional groups and members who are elected for a period of three years. The Institution is supported by an executive of 75 staff. The Board is the governing body of the Institution. Its members are the Institution's Trustees.

Our values & Mission statement

We strive towards a structural engineering profession that is built on integrity, excellence, inclusivity and collaboration. Our aim is to secure a safe and sustainable world by advancing structural engineering, raising professional standards, and sharing knowledge.

- **Integrity** – We are committed to upholding the highest standards of ethical conduct in our practices and interactions.
- **Excellence** – We are focused on excellence in everything we do, setting high standards for ourselves and our members, valuing quality, innovation, and continuous improvement.
- **Inclusivity**- We are inclusive, we embrace diversity and value the contributions of individuals from all backgrounds, perspectives, and experiences, fostering a welcoming environment for all.
- **Collaboration** – We believe in the power of collaboration and cooperation, encouraging members to share knowledge, resources, and expertise for the collective advancement of structural engineering.

For more detailed information about the Institution please visit our [website](https://www.istructe.org).

Our Work

Climate Change

The climate emergency is the greatest threat to our planet. Structural engineers have a responsibility to help mitigate its effects by changing the way buildings and infrastructure are designed, commissioned and constructed. The Institution, our [Climate Emergency Task Group](#) and [Sustainability Panel](#), supports these vital efforts through its role as an international centre of knowledge, sharing information and opinion with its membership and beyond.

Resilience

The Institution support the efforts to build [resilient](#) communities. Members take measures to avoid, reduce, resist and aid recovery from extreme events including Tsunamis, flooding, explosions and seismic events. Our [Humanitarian and International Development Panel](#) as well as our [Seismic and Dynamic Events Panel](#) includes experts from regions around the world. They help structural engineers confront the challenges faced by the poorest and most vulnerable people and progress activities to support the development and understanding of seismic and resilient design.

Safer Structures

Structural engineers consider the safety of structures from design and construction through to operation and demolition, in accordance with local legislation. The [Institution of Structural Engineers](#) along with [CROSS](#) investigates failures and near misses (including [Grenfell](#)) in order to share knowledge and insight to Structural Engineers to avoid any potential or future disasters.

Young Members

The Institution is committed to ensuring the profession of Structural Engineering is accessible to everyone. We offer tailored visits, events and networking opportunities to our [young members](#) to help them get support at a crucial time in their career. Our values extend to our work in [education](#) that encourages young people from diverse backgrounds to choose and access structural engineering careers.

Mentoring Programme

We support professional and career growth through our [mentoring programmes](#). It offers mentees an effective way to progress their career to accessing knowledge and experience of expert and impartial mentors. For mentors it develops existing leadership skills by supporting mentees growth.

Support

Our [Benevolent Fund](#) offers support to current and former members and their dependants going through tough times who may need financial support. Partnered with Anxiety UK, our members will also be able to quickly access therapeutic support if needed and have access to a range of learning materials to support managers and their staff on mental health awareness.

Organisational Structure

