

Ivanti Analyst/ Developer - Job Description

March, 2024

About Us

CIH Solutions is looking for a skilled Ivanti Neurons Analyst/Developer to join our team of innovative and passionate ITSM professionals. We offer a broad range of IT and enterprise service management solutions, from hosting and managed service provision to toolset design and implementation. We work with a range of partners to deliver value-adding solutions to clients across the UK and internationally. By fully understanding our clients' requirements we can tailor our support so that the right decisions are made and the best results are delivered every time.

For us to support our expanding client base as effectively as possible, we have identified a need for a dedicated Ivanti Consultant to join our team and support both our internal operations and those of our clients.

We are a small team with a big vision, and the successful applicant will have the opportunity to join us at an exciting point in our journey, helping us to shape our plans for continued growth and development. We are looking for applicants who share our values, which are:

Partnership - we will work collaboratively with our customers and with each other

Transparency - we will communicate in an open and clear way, both internally and with our customers

Consistency - we will approach our work in a structured way and ensure consistent levels of quality

Integrity - we will be honest and respectful in everything we do

This is a hybrid working role, with time split between home working and office-based work in our Warrington office with an occasional requirement to attend in-person client meetings in the UK. Applications from candidates based outside the UK will not be considered for this post.

About You

To be successful in this role you must have current experience working with Ivanti Neurons. You will have a keen interest in the application of technology to support the delivery of high-quality services.

The nature of the role requires you to be a self-starter, able to respond quickly to emerging needs and work on your initiative within defined parameters as well as within a wider team. You will have strong technical skills, a methodical approach to troubleshooting and well-developed interpersonal skills. You will have the flexibility to be able to support different clients from a range of sectors, and the ability to identify opportunities for improvement and bring these back to the team for further discussion.

You will have at least 2 years of experience working with Ivanti Neurons and any additional experience with other IT Service Management systems would be beneficial.

Ideally, you will have an ITIL qualification (or be willing to work towards one) and experience working within an Agile environment to manage work as part of an end-to-end product release pipeline. You will have experience working across live, test and development environments and working with users to complete acceptance testing.

You will have strong technical writing skills, with experience in producing and maintaining documentation for both technical and non-technical audiences. This will include knowledgebase articles and content designed to support the delivery of self-service features like AI chatbots. You may also have direct experience in training end-users.

About the Job

The successful applicant will be required to manage the Ivanti implementation of our clients and provide ongoing configuration and development of their platforms. The effective use of our service management system will help us to ensure the timely delivery of projects and support workload planning. We can also learn from our own experience to better advise and guide our clients.

The following responsibilities may apply to one, some or all of these environments, depending on the needs of the business and the individual clients.

- Perform daily administration, troubleshooting and resolution of any issues arising within the service management environments for which you are responsible
- Support the development of client-specific customisations, configurations and enhancements and the testing and release of these into production
- Maintain development, test and live server environments
- Develop and maintain dashboard and reporting features in response to client needs and to support performance monitoring and analysis
- Develop customer-facing portals to improve their experience of interacting with systems and encourage engagement with self-service features like incident logging and support requests

- Support a streamlined user experience by ensuring that customer interfaces work well on all platforms and are scalable for use on mobile phones and tablets
- Support the maintenance of SLA/OLA, service catalogue and CMDB functionality to ensure that all the system components can work together effectively

Required Skills and Experience:

- Experience administering Ivanti Neurons or Service Manager
- Strong technical troubleshooting skills
- Excellent interpersonal and communication skills
- Understanding of Database and Server Technologies
- Excellent time management, multi-tasking, and organisational skills
- Self-motivated to develop technically.
- Ability to cope and work under pressure.
- Able to adapt quickly to change.
- Flexible and open approach
- Must be able to work well with others as part of a team but at the same time able to work independently.

Preferred Skills and Experience:

- Experience troubleshooting Microsoft Internet Information Services (IIS) and associated protocols.
- Strong troubleshooting/root cause isolation skills
- Familiarity with cloud services AWS or Azure
- Experience with API's is desirable

Salary and Benefits

The salary for this post is £40,000 to £45,000 per annum, depending on experience. A generous package of benefits includes unlimited paid leave per year, a performance-related bonus, a fully funded Gym Membership at our Warrington offices and enrolment in the company pension scheme.