# Monitoring Analyst (Kochi)

|  |  |  |  |
| --- | --- | --- | --- |
| Job title | Monitoring Analyst | Job family | Product & Technology |
| **Grade** | Kochi Level 1 | **Reports to** | Ed Roast  (Senior Technical Support Manager) |
| **Location** | Hybrid – Kochi Office. | **Team size** | N/A |

| About the role: |
| --- |
| We are looking for a detail-oriented and proactive Monitoring Analyst to join our Technical Support team. The Monitoring Analyst will be responsible for monitoring IT infrastructure and applications to ensure optimal performance and uptime. The successful candidate will proactively identify and resolve potential issues before they impact business operations, escalate critical and repeat incidents, and assist in improving the monitoring processes within the organisation.  Residing within the Customer IT department, the Technical Support team prides themselves on having the skills collectively to find causes and implement solutions for a wide product suite. This role relies upon your ability to learn and absorb information, your initiative to find a solution, your communication skills, and importantly, your ability to build strong relationships with customers and internal colleagues. |
| **Role accountabilities and responsibilities:** |
| **In this role your key responsibilities will be:**   * System Monitoring: Continuously monitor the health and performance of IT systems, applications, and services using monitoring tools (e.g. Azure Insights, New Relic and ServiceNow). * Incident Detection & Escalation: Identify and respond to system anomalies, performance degradation, and service interruptions. Work to resolve and escalate critical incidents accordingly. * Incident Documentation & Reporting: Log and document incidents, actions taken, and resolutions in the IT service management system (e.g. ServiceNow, New Relic). Maintain accurate records of incidents and follow up until resolution. * Proactive Issue Management: Analyse monitoring data to identify trends, recurring issues, or potential risks to system stability. Work with the wider Technical Support team to implement preventive measures and improvements. * Alert Management: Assist in configuration and management of system alerts to ensure accurate and relevant notifications are generated, minimizing false positives and ensuring quick response to real issues. * Collaboration: Collaborate with system administrators, engineers, and other teams to identify root causes of incidents, and assist with system maintenance and upgrades as needed. * Performance Optimisation: Help optimise system performance by identifying areas of improvement through monitoring data and provide recommendations for system enhancements. * Continuous Improvement: Participate in improving monitoring tools, processes, and workflows to ensure better visibility and faster response times to incidents. * On-Call Support: Provide extended hours of support to standard UK business hours to ensure the continued health of systems and to respond to critical incidents.   **Essential knowledge / skills / behaviour:**   * Proven experience as a Monitoring Analyst, IT Support Specialist, or in a similar role focused on system monitoring. * Strong understanding of IT infrastructure, including servers, networks, databases, and cloud services. * Hands-on experience with monitoring tools and platforms (e.g. New Relic, Azure Insights, Zabbix, etc.). * Knowledge of incident management processes and ITIL practices. * Strong analytical skills with the ability to identify and resolve issues quickly. * Ability to analyse large datasets and provide actionable insights. * Strong attention to detail and ability to stay focused on monitoring tasks for extended periods. * Excellent verbal and written communication skills to support English speaking customers. * Ability to work well under pressure in a fast-paced environment. * Energetic and friendly, upbeat personality with a positive ‘can-do’ attitude * Excellent verbal and written communication skills. * Ability to work well and calmly under pressure with both internal and external stakeholders.   Other Skills:   * IT certifications such as CompTIA A+, ITIL Foundation, or Microsoft Azure fundamentals are a plus. * Experience with cloud-based environments (Azure, AWS) and monitoring cloud services. * Familiarity with application performance monitoring (APM) tools (e.g. New Relic, AppDynamics). * Experience with scripting languages (e.g. SQL, PowerShell, Bash, Python) for automation and troubleshooting purposes is a plus. * Knowledge of CRM tools such as Service Now. |
| **Special circumstances / Other requirements e.g. travel requirements, working arrangements etc** |
|  |

| About Zellis Group |
| --- |
| We are Zellis Group. The UK and Ireland’s leading provider of pay, reward, analytics and people experiences.  Zellis Group consists of three companies - Zellis, Moorepay and Benefex - who provide services to different customers and have the autonomy to design and deliver products to meet their unique needs. We are three distinct and successful businesses, but there is power as a group.  Our overall purpose is to *power exceptional employee experiences so you and your people do better*.  **Our history**  We have over 50 years of heritage and industry experience – and we’ve been ahead of the curve throughout.  More than half a century ago, we were founded as Peterborough Data Processing. Quite a lot has changed since then – not least our name.  We were acquired by Northgate, becoming NorthgateArinso in 2007 and NGA Human Resources UK and Ireland in 2014, where we were joined by Moorepay. In 2018, the UK and Ireland division was sold to Bain Capital and now we operate as a standalone company.  After acquiring Benefex, we’re now even better equipped to serve the complex needs of our customers.  In September 2020 we launched Zellis HCM Cloud, the exciting next evolution of ResourceLink, our flagship payroll and HR solution.  **We’re proud of our culture**  At Zellis we work hard to create a culture where people want to join, belong to, and be part of a progressive organisation. We’re committed to recruiting and retaining a diverse and inclusive workforce that is representative of the customers we serve and the communities we operate in.  **Our values,** which were defined with input from all of our 2,000 colleagues, are not empty words on a poster. They reflect who we are, and how we operate as a business.  A screenshot of a computer  Description automatically generated |

Do not remove next Section Break(for back page)