ROLE PROFILE

Job Title: ICT Senior Network Engineer	Role Reports to: Infrastructure Manager	Business Function: ICT	Evaluated Tier: D

Job Purpose:

Your Housing Group are undertaking a major digital transformation programme and are implementing a range of new technologies to enable a strategic channel shift utilising the latest best of breed technologies and services.

As part of the role you will also be expected to work collaboratively and effectively with the service delivery teams to achieve service level objectives and provide ad-hoc 2nd and 3rd line support ensuring a quality of service is delivered to the group by ICT.

Key Competencies:

- Building Relationships
- Flexibility and Resilience
- Results Focus
- Future Focus
- Innovation
- Impact and Influence
- Problem Solving and Decision Making
- Personal Learning and Growth

Key Responsibilities:

1. Maximising network performance by monitoring performance, troubleshooting network problems and outages, scheduling upgrades and collaborating with architects on network optimisation.
2. Establishing the networking environment by creating system configurations, directing system installation, defining, documenting and enforcing system standards.
3. To provide 3rd Line network support to the service desk and other ICT teams, undertaking data network fault investigations in LAN and WAN environments and reporting network operational status by utilising relevant toolsets, ensuring that the network and systems are operational to agreed uptime SLA's.
4. Working with the technical partner to design and implement new solutions and improve the resilience of the current network environment.

5. Securing network systems by establishing and enforcing policies and defining and monitoring access.
6. Collaborate with the technical partner for the management, maintenance, support and administration of all firewall, routing and switching environments in line with ICT security policies and industry best practices.
7. Supervise and mentor the Network Engineer in the duties of that role.
8. To continually plan for future improvements and assist in developing a technology roadmap for networking and security.
9. To work closely with other members of the ICT team to contribute to the Disaster Recovery and Business Continuity process and participate in any rehearsals as required.
10. To be responsible and accountable for all changes affecting the ICT network infrastructure and that such changes take place in a controlled and auditable manner, following standards and procedures while ensuring timescales are met.
11. To review and maintain technical documentation for the entire ICT network and firewall infrastructure and ensure the sign-off and handover to the Service Desk team thus ensuring that a robust and complete knowledgebase is available for future reference within the team.
12. To plan, perform and monitor releases and major upgrades applying suitable test methodologies as required.
13. To liaise and work alongside 3rd party support and delivery partners, ensuring that they adhere to the Group's network security standards.
14. Be part of the Out of Hours On-Call support team and provide support outside the core hours for System Maintenance, extended support and implementation of Projects and Services.

	Essential	Desirable
Knowledge	• In-depth knowledge of installing and supporting LAN environments • In-depth knowledge in designing, installing and supporting secure wireless network environments	• ITIL v3 qualification @ minimum foundation level • Working knowledge of Azure / Cloud Computing • Working knowledge of SaaS / IaaS technologies

YHG Values: Passion   Pride   Creativity

	• Knowledge in supporting WAN & VPN environments • Knowledge in supporting enterprise level firewalls and network security applications • Working knowledge of Active Directory, DHCP, TCP/IP and DNS configuration and all relevant protocols. • Ability to implement, maintain and support VoIP Telephony systems from a network perspective. • Operational and working knowledge of Windows client application connectivity • Working knowledge of change control methodologies	
Skills	• Ability to promote the good practice of Your Housing Group • Proactive approach to continuous improvement • Ability to lead and deliver change and contribute to culture change successfully • Ability to influence on matters relating to network technologies and best practices • First class customer service skills • Excellent verbal and written communication skills and able to	

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	communicate effectively at all levels • Ability to manage time and priorities appropriately • Positive attitude towards learning and development demonstrated by a record of continuing professional development	
Experience	• Time served in supporting and implementing LAN environments at CCNA level • Experience of collaboratively working within a multi-disciplined infrastructure team • Ability to produce clear, well-structured reports which aid effective decision making	
Qualifications/Education	• CCNA	• Degree qualified within ICT disciplines • CCDA

People Management Responsibility?	• No direct people management requirement but would mentor and lead team members or lead projects from a networking and security perspective
Budgetary Responsibility?	This post has no budgetary responsibility
Key Relationships (internal/external)	• Required to work closely with ICT Heads of Department and other members of ICT • Ability to work within a team and individually • Collaborative working relationships with staff, managers, heads of service & directors in other functions • Establishing a positive relationship at all levels within YHG

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YHG Values: Passion   Pride   Creativity

	• Manage and maintain relationship with partners, contractors and suppliers

Safeguarding of Children Young people and Vulnerable Adults

Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

Key Role Performance Indicators

1. Ensure that the MPLS and LAN networks attain an uptime of 99.9%
2. Ensure 95% of all tickets escalated are resolved within SLA
3. Ensure all third party OLA's are met and breaches are documented

Date Role Profile Created/Updated:	09/05/19

Evaluation for Agile Working

	Description	Evaluation for Agile
Equipment to work in an Agile manner	Laptop, Docking Station, Smartphone, mobile speaker (Jabra)	
Is the role conducive to working in an Agile Manner?	Yes	
Meetings		

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Work Schedule		
Summary		

Signed By	Print Name	Job Title	Date

	HR Director Signature	Print Name	Date

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