

ROLE PROFILE

Job Title: ICT Senior Network Engineer	Role Reports to: Infrastructure Manager	Business Function: Information, Comms & Tech	Grade: D
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<p>Job Purpose:</p> <p>Provide a proactive hands-on approach for the development, maintenance and support of Your Housing Group's IT network infrastructure encompassing Cisco firewall, switching and Meraki Cloud technologies.</p> <p>Working 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.</p>	<p>Key Competencies:</p> <ul style="list-style-type: none"> • Interpersonal Understanding • Meets Customer Needs • Flexibility and Resilience • Results Focus • Building Relationships • Future Focus • Innovation • Impact and Influence • Problem Solving and Decision Making • Personal Learning and Growth
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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 designing system configurations, directing system installation, defining, documenting and enforcing system standards.
3. 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. The design and implementation of new solutions and improving resilience of the current network environment.
5. Securing network systems by establishing and enforcing policies and defining and monitoring access.
6. Responsible 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. Responsible for the management, maintenance, support and administration of hosted VoIP voice services.
8. Keeping up to date with industry knowledge by participating in educational opportunities, reading professional publications and participating in professional organisations.
9. Supervise and mentor the Network Engineer in the duties of that role.
10. Undertake vendor and contract management for all Network Infrastructure partners.
11. Continually plan for future improvements and assist in developing a technology roadmap for networking and security.
12. Ensure that the network and systems are operational to agreed uptime SLA's and appropriate BCP/DR protocols are regularly tested.
13. Work closely with other members of the ICT team to ensure that parallel projects with dependencies on network infrastructure are considered and prioritised accordingly.
14. 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.

15. 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.
16. Perform and monitor effective network testing of new systems, releases and major upgrades applying suitable test methodologies as required.
17. Liaise and work alongside 3rd party support and delivery partners, ensuring that they adhere to the Group's network security standards.
18. Contribute to the Disaster Recovery and Business Continuity process and participate in any rehearsals as required.
19. 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.
20. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • In-depth knowledge in designing, installing and supporting LAN & WAN environments • In-depth knowledge in designing, installing and supporting secure wireless network environments • In-depth knowledge with implementing and support MPLS & VPN environments • In-depth knowledge in designing, installing and supporting enterprise level firewalls and network security applications • Operational knowledge of Windows server 2008R2/2012 server estates • Detailed 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 • Knowledge of Storage platforms (SAN & NAS environments utilising iSCSI and Fibre channel technologies) • Working knowledge of change control methodologies • Risk management 	<ul style="list-style-type: none"> • Working knowledge of Azure / Cloud Computing • Working knowledge of SaaS / IaaS technologies • Working knowledge VMware Suite

	Essential	Desirable
Skills	<ul style="list-style-type: none"> • 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 at senior levels on matters relating to network technologies and best practices • Excellent customer service skills • Excellent verbal and written communication skills and able to 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	<ul style="list-style-type: none"> • Experience of collaboratively working within a multi-disciplined infrastructure team • Ability to produce clear, well-structured reports which aid effective decision making 	
Qualifications/Education	<ul style="list-style-type: none"> • CCNA (Cisco Certified Network Associate) • CCNP (Cisco Certified Network Professional) 	<ul style="list-style-type: none"> • ITIL (IT Service Management) Foundation V3 • CCIE (Cisco Certified Internetwork Expert) • ICT Degree

People Management Responsibility?	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)	<ul style="list-style-type: none"> • Required to work closely with ICT Heads of Department and other members of ICT • Collaborative working relationships with staff, managers, heads of service & directors in other functions • Establishing, manage and maintain relationship with partners, contractors and suppliers
<p>Safeguarding of Children Young people and Vulnerable Adults</p> <p>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.</p> <p>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.</p>	

Key Role Performance Indicators
<ol style="list-style-type: none"> 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:	December 2018
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