

| JOB DESCRIPTION   |  |
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| <b>Job title:</b> Senior Network Engineer   | <b>Accountable to:</b> Network and telephony Manager |
| <b>Contract length:</b> Permanent   | <b>Hours per week:</b> 35 <b>Weeks per year:</b> 52  |
| <b>Salary:</b> £39,275 to £47,120 per annum   | <b>Grade:</b> 5                                      |
| <b>Service:</b> University IT Services  | <b>Location:</b> Elephant & Castle                   |
| <p><b>Who are University IT Services?</b></p> <p>University IT Services provides the IT network, infrastructure and support for UAL. This includes computers and mobile devices, and applications to support the work of staff and students. In addition the department delivers a large portfolio of business change programmes and projects on behalf of UAL.</p>   |  |
| <p><b>What is the purpose of the role?</b></p> <p>Provide full network support, implementation, management and ongoing maintenance of the network and WIFI infrastructures. This is a senior role, within the networks team, with the primary focus on network, delivery of wireless network planning and deployment. Carry out, agreed system hardware, software maintenance, configuration and integration tasks to support the smooth running of the technologies; provide operational support for complex Cisco network and wireless network deployments; will participate in internal and external working groups to ensure the successful integration and delivery of IT services across the University; will maintain an awareness of developing technologies, assist in the development of design activities and project implementation. Responds to enquiries from users, categorising and prioritising items in the queues and resolving technical queries or problems, and assist colleagues.</p>  |  |
| <p><b>Duties and Responsibilities</b></p> <ul style="list-style-type: none"> <li>• To maintain the network support process and check that all requests for support are dealt with according to agreed procedures.</li> <li>• Supporting the UAL IT services networking and wireless platforms.</li> <li>• To undertake the delivery of planning, design, implementation &amp; optimization services for wireless networks; installations and decommissioning of network devices/software.</li> <li>• To use management software and tools to investigate and diagnose network and WIFI problems, collect performance statistics and create reports, working with users, other staff and suppliers as appropriate.</li> <li>• To identify operational problems and contribute to their resolution, checking that they are managed in accordance with agreed standards and procedures.</li> <li>• To ensure that targets are met within established parameters and that quality procedures are followed and, where appropriate, handover takes place to the client (internal or external).</li> <li>• To correct malfunctions, calling on other experienced colleagues and external resources if required and provide specialist guidance and advice to less experienced.</li> <li>• Define a systematic and comprehensive network best practices approach, based on industry best practices, appropriate for UAL requirement and environment.</li> <li>• Allow staff, students and guest to carry out their activities and works confidently and safely using all the digital infrastructure and applications internal or external.</li> </ul> |  |
| <p><b>General</b></p>   |  |

- Assume other reasonable duties consistent with your role, as determined Senior Network Engineer, which may be assigned to you anywhere within the University.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Dignity at Work Policy and the Staff Charter, promoting equality and diversity in your work.
- Undertake continuous personal and professional development, and to support it for any staff and to support it for the Systems team through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role accordance to the University's policies and procedures, as laid down in the Financial Regulations.
- The implementation of all above to strongly comply with GDPR and PCI compliance, to stop, minimise or quarantine any network threats.

#### **Key Working Relationships**

- Network and Telephony Manager
- Systems Team
- Head of Technical Services
- Information Systems Team
- Business and Applications Team
- Technical Design Authority

#### **Specific Management Responsibilities**

Budgets: NA

Staff: NA

Other (e.g. accommodation; equipment):

HERA No: ST IT 11

Recruiting Manager Severin Adou

Date: 12 November 2021

## Senior Network Engineer

## Grade 5

| PERSON SPECIFICATION                |   |
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| Specialist Knowledge/Qualifications | <ul style="list-style-type: none"><li>• Undergraduate degree in an information technology subject area or equivalent knowledge and experience.</li><li>• At a minimum must possess a current CCNP R&amp;S certification.</li><li>• Solid understanding of network operating (e.g. Cisco IOS).</li><li>• In-depth understanding of communication protocols (mainly TCP/IP) and routing protocols (e.g. BGP, OSPF, EIGRP).</li><li>• Solid demonstrable hands-on experience working on a multi-site.</li><li>• Enterprise level design experience, incorporating scalable, hierarchical models for LANs, WANs.</li><li>• Excellent hands-on working knowledge of Cisco routers, Cisco switches, Cisco WLC (WiFi desirable), Cisco ASA.</li><li>• Deep working knowledge of TCP/IP networking including VLANs, layer 2/3 switching/routing and WAN optimization.</li><li>• Experience of supporting, maintaining, designing and deploying Cisco ISE including profiling and posturing of clients/devices.</li><li>• Wireshark skills desirable</li><li>• Linux skills desirable not essential.</li><li>• Experience working with Marval or others service management tool like Remedy etc.</li></ul> |

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|                           | <p>experience essential.</p> <ul style="list-style-type: none"> <li>• Experience working within ITIL best practice framework for incident, problem and change management.</li> <li>• Sharp troubleshooting skills.</li> <li>• Ability to work independently.</li> <li>• Organizational and mentoring skills.</li> </ul>  |
| Relevant Experience       | <ul style="list-style-type: none"> <li>• Current relevant experience in network and security.</li> <li>• Day-to-day operation of Network and Infrastructure in production, development and test environments.</li> <li>• Proactive attitude to recommend and undertake configurations, improvement and optimisation.</li> <li>• Ability to work with both technical and non-technical staff, in the design, implementation, and support of all core network functions.</li> <li>• Build and maintain, solid, reliable, resilient and high availability network infrastructures and configurations.</li> <li>• Implement secure segmentation and access control.</li> <li>• Experience configuring IPsec VPN (Cisco ASA).</li> <li>• Improve network monitoring processes.</li> <li>• Creating and maintaining network documentation.</li> <li>• Design, implementation, operation and maintenance of network.</li> <li>• Working with projects, solutions architects and relevant colleagues to design appropriate method of integrating services within the UAL network infrastructure.</li> <li>• Design, configure, support and troubleshooting Cisco ISE desirable but not essential.</li> <li>• The configuration, deployment and monitoring of scheduled maintenance tasks across different network layer.</li> <li>• Experience managing virtual Linux servers, within VMware, in relation to network devices desirable but not essential.</li> </ul> |
| Communication Skills      | Communicates effectively orally and in writing adapting the message for a diverse audience in an inclusive and accessible way  |
| Leadership and Management | Motivates and leads a team effectively, setting clear objectives to manage performance   |
| Professional Practice     | Contributes to advancing professional  |

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|  | practice/research or scholarly activity in own area of specialism.                                  |
| Planning and Managing Resources            | Plans, prioritises and manages resources effectively to achieve long term objectives                |
| Teamwork                                   | Works collaboratively in a team and where appropriate across or with different professional groups. |
| Creativity, Innovation and Problem Solving | Suggests practical solutions to new or unique problems  |