

## Job Description

| General Details  |                              |
|------------------|------------------------------|
| Job title:       | Network Engineer (DS19/02RA) |
| School/Service:  | Digital Services             |
| Normal Workbase: | Stoke-on-Trent Campus        |
| Tenure:          | Permanent                    |
| Hours/FTE:       | 1.0 FTE                      |
| Grade/Salary:    | Grade 6                      |
| Date Prepared:   | 2/10/19                      |

| Job Purpose   |
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| Responsible for the provision of University-wide voice and data, support services across all locations including system maintenance and configuration of equipment. The role incorporates specification of technical solutions; investigation and resolution of problems and troubleshooting; the provision of advice or training to users on network functionality, correct operation or constraints, and devising workarounds, correcting faults, or making general or site-specific modifications. The role also maintains configuration database of equipment, documentation and performance monitoring. Provides expert technical advice and guidance to colleagues as required. |

| Relationships                                     |
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| Reporting to: Networks and Infrastructure Manager |
| Responsible for:                                  |

| SFIPlus Alignment  |
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| Core Skills: Network support Level 4; Systems installation/decommissioning Level 4<br>Supplemented by: IT infrastructure Level 4 |

| SFIPlus Core Level Definition Level 4: Enable   |
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| <p><b>Autonomy</b><br/>Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.</p> <p><b>Influence</b><br/>Influences customers, suppliers and partners at account level. May have some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives.</p> |

**Complexity**

Work includes a broad range of complex technical or professional activities, in a variety of contexts. Investigates, defines and resolves complex issues.

**Business Skills**

Selects appropriately from applicable standards, methods, tools and applications. Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences. Facilitates collaboration between stakeholders who share common objectives. Plans, schedules and monitors work to meet time and quality targets. Rapidly absorbs new information and applies it effectively. Maintains an awareness of developing technologies and their application and takes some responsibility for driving own development.

**Main Activities**

Provides detailed personal advice and guidance to all users in the effective use of systems, products and services available to them; demonstrates ingenuity in applying knowledge to non-standard situations.

Installs or removes hardware and/or software, using supplied installation instructions and tools within established procedures and quality systems, including, where appropriate, hand-over to client. Organises the disposal of decommissioned hardware in an environmentally secure manner. Follows agreed standards, including, where appropriate, those for electrical work.

Ensures that network management systems and appropriate performance analysis equipment and diagnostic tools are used to test the hardware and/or software affected and quantify and qualify changes made.

Corrects incidents and problems, calling on other experienced colleagues and external resources if required, and initiates action to ensure best use is made of available network assets.

Reports details of all hardware/software items that have been installed and removed, ensuring that all change management and configuration management procedures are followed, and taking responsibility for maintenance and reconciliation of equipment and user databases.

Helps to resolve problems (e.g. poor performance) and faults (e.g. system failure) occurring in the operation of hardware and software - especially those requiring greater installation expertise.

Provides specialist guidance and some supervision to less experienced colleagues. Analyses work in progress, takes action to ensure targets are met within safety and quality procedures, including hand-over to client where appropriate.

Initiates action to maintain or improve installation/decommissioning procedures and standards within area of authority, recognising issues that need to be escalated.

Plays a leading role in scheduling installation/ decommissioning work, liaising with all concerned to ensure that installation priorities are met and disruption to the organisation is minimised.

Uses available monitoring and network management systems tools to maintain awareness and control of the network load and to model performance statistics. Identifies and rectifies a broad range of operational exceptions and error conditions and deals sensibly and responsibly with unexpected or extraordinary events or incidents. Where these actions necessitate modification, restriction or complete removal of resources or services available, communicates with users, specialists and others, using appropriate methods (e.g. single point of contact such as Service Desk), to inform and escalate if necessary. Creates reports and proposals for improvement.

Investigates and diagnoses complex network problems, working with users, other staff and suppliers as appropriate. Resolves such problems, co-operating with the Management and operations Skill, to maintain overall network performance.

Uses network management systems software and appropriate analysis equipment to collect routine network load statistics, model performance, and create reports, including proposals for improvement.

Analyses site survey reports and contributes to specifications of requirements and plans for installation and commissioning of hardware and software.

Investigates and diagnoses complex network problems, working with users, other staff and suppliers as appropriate. Resolves such problems, co-operating with the capacity management function, to maintain overall network performance.

Contributes to selection of standard procedures and tools, and carries out defined tasks associated with the planning, installation, upgrade, operation, control and maintenance of local and wide area networks for communication of data and voice.

Provides a technical contribution to project groups to ensure the delivery of network infrastructure and services within the project management framework

Investigates the latest networking services and technologies in order to continually improve service and provide new digital solutions.

Provides network infrastructure support for critical University activities, which may occur outside standard working hours including evenings and weekends.

### Professional Development

The organisation is keen to support staff in achieving high standards and will expect continuous professional development to ensure up to date knowledge and technical skills in related areas.

### Variation to Job Description

The employer reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus, it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

### Conditions of Service

If you are successful in being appointed to a professional support role at Grades 1-6, you will be employed by Staffordshire University Services Limited (SUS Ltd).

Staffordshire University Services Limited is a wholly owned subsidiary company of Staffordshire University which provides professional support staff to undertake various roles and responsibilities associated with grades 1 to 6 on the Staffordshire University pay scale. You'll work alongside, and under the direction of colleagues, within the University's Schools and Services in the delivery of our University Plan and supporting KPIs. You will be subject to Staffordshire University's policies and procedures and will be eligible to participate in the Staffordshire University Pension Scheme.

### Informal Discussion

Should you wish to discuss this vacancy informally before making an application please contact:

Emily Hampson (Email) [e.g.hampson@staffs.ac.uk](mailto:e.g.hampson@staffs.ac.uk)

### Application Procedure

We encourage you to apply on-line at our website <http://jobs.staffs.ac.uk> as the system is user friendly and simple to complete.

We would ask all applicants to ensure that they have provided comprehensive information under each criteria in the Supporting Statements section of the application form and, if necessary, add any relevant additional information in the Additional Information Section.