



## Job Description

<b>Job Title</b>	Network Engineer (Grade 6)
<b>School/Service/Institute</b>	Digital Services
<b>Normal Workbase</b>	Stoke Campus
<b>Tenure</b>	Permanent
<b>Grade/Salary</b>	Grade 6
<b>FTE/Hours</b>	1.0 FTE (37 hours)

### Job Purpose

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

Reporting to:	Network & Infrastructure Manager
Responsible for:	No line management responsibility
Key working relationships:	Other Digital Services teams, TS, Estates and wider university as required

### 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.
- To undertake other such responsibilities as may reasonably be required.
- To undertake appropriate professional development and mandatory training activities as identified or required (See Professional Development section).
- The role holder is required to minimise environmental impact in the performance of their role and to actively contribute to the delivery of the University's Environmental Sustainability Policy

### **Special Conditions**

The postholder will be required to travel and represent the University in the UK and Overseas as required.

The postholder may be required to undertake planned IT out-of-hours activities, up to 4 hours / month on Saturday or Sunday, and up to 4 hours / month during the evening (Monday to Friday). The postholder will be entitled to time-off-in-lieu, to be recorded on a flexi-sheet and agreed in advance with their manager. A minimum of 4 weeks advance notification will usually be provided, although there may be some exceptions due to 'emergency' requirements.

If, in exceptional circumstances, additional hours of evening/weekend work are required in any month, time-off-in-lieu or overtime would apply in accordance with the University Remuneration Policy.

### **Professional Development**

The University will support and encourage the postholder to engage in continuous professional development activities through the YOURCareer@Staffs framework. This framework supports postholders to identify appropriate development opportunities. Continuing Professional Development (CPD) activity will be recognised by a bi-annual Performance and Development Review (PDR) discussion.

### **Variation to Job Description**

The University 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**

The postholder will be employed by Staffordshire University Services Limited. Staffordshire University Services Limited is a wholly owned subsidiary company of Staffordshire University which recruits and provides both academic and professional support staff to the University. You will be subject to Staffordshire University's policies and procedures and will be eligible to participate in the Staffordshire University Pension Scheme.

### **Application Procedure**

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

We ask that all applicants ensure that they have provided comprehensive information under each criterion in the Supporting Statements section of the application form and, if necessary, add any relevant additional information in the Additional Information Section. The University will use anonymous application forms for this role; however, we recognise that applicants may want to include additional information. If you choose to upload any supporting documents that contain identifiable data, your application will no longer be considered anonymous.