

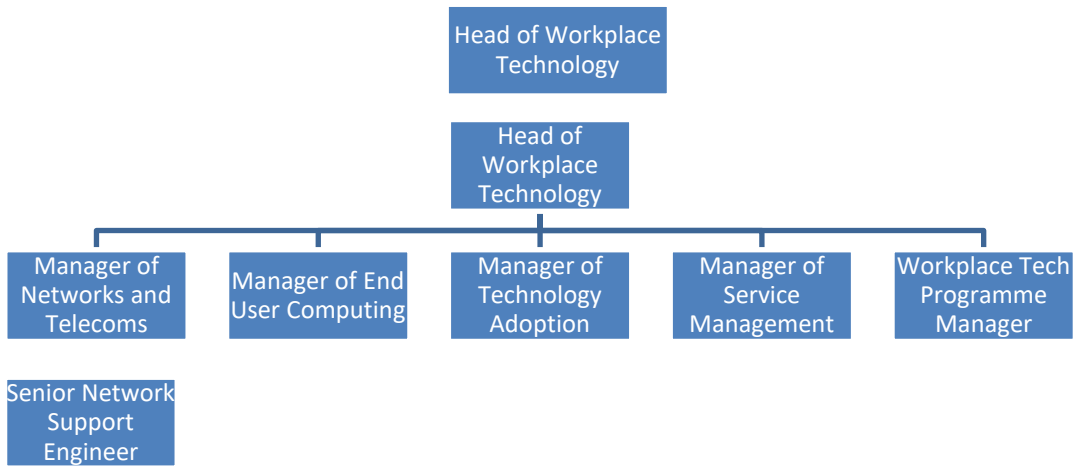
JOB DESCRIPTION

Job Title	Senior Network Support Engineer
Position Number(s)	50987679
Department	Shared ICT Services
Section or Service	Network Team
Grade	HMGN171

Responsible to:	Network Manager
Employees directly supervised (if applicable):	

Family Tree

Indicate by means of a diagram the position of job within the organisation or attach an organisation chart.



DESIGNATION:

1. OVERVIEW:

The Royal Borough of Kensington and Chelsea (RBKC) and Westminster City Council (WCC) have a shared IT department serving over 6,000 staff.

Having recently refreshed the IT Strategy we are making a major investment in modernising and unifying our network across both Councils and our two housing management services. We are planning our transition to a single networks provision and consolidated support model over the course of 2020/21.

We are looking for an experienced Senior Networks Support Engineer to provide up to date, in-depth technical expertise and to work with the Networks Team Manager, business stakeholders, third parties and the team to implement and support this major strategic change.

The management of the data network for WCC is currently outsourced to Virgin Media Business (VMB) using primarily Cisco equipment, whereas RBKC has an in-house model using Juniper networks & Aruba. To allow the RBKC Team to take on the support of the WCC environment in 2020, there is an element of upskilling for the existing team required. Additionally, they will require a documented comprehensive view of the overall architecture and locations of assets.

The Council's recently award VMB with the contract to replace the legacy WAN Infrastructure with SDWAN, using Versa technologies, aligning with the strategy of Internet First. This contract includes the cloud provision of a 3rd Party Landing Zone, Azure gateway and IPAM. This will start to be rolled out in the coming months.

In addition, the in-house team from April 2020 will support four telephony/contact centre platforms across the Councils. The strategy is to firstly simplify and where possible consolidate, with a view to moving towards a single cloud solution by 2021. Microsoft Teams is already in use as the councils' primary collaboration tool and most likely will form basis of the future telephony platform.

2. JOB SUMMARY:

- This is a broad networking role with a heavy focus on SLA's, security, firewall maintenance and Wireless LAN. Providing 2nd line support.
- Help deliver strong IT Service Availability and Performance
- Take ownership and manage your network related service desk tickets, ensuring tickets are processed efficiently and effectively as per service desk process
- Interpretation and implementation of BAU changes
- Maintenance of ongoing compliance and key controls such as threat monitoring, rule-base reviews and network device/firewall firmware patching
- DNS administration and IP Address management
- Strong customer focus, displaying an understanding of what excellent internal and external customer service entails, with a 'can do' attitude
- Ability to work flexibly in a fast moving, pressured and changing environment. You will need to meet tight deadlines, at times under pressure to restore service to our customers
- Strong oral and written communication skills - ability to calmly deal with customer queries and issues, and to use appropriate language e.g. non-jargon. You may need to talk to customers of all levels of company seniority through incident resolution, and in some cases to remotely talk to the customer whilst using remote access software, where necessary.
- Ability to fully document network infrastructure and its processes
- A strong understanding of ITIL guidelines and methodologies
- Ability to manage a number of activities concurrently and drive them to completion
- A provider of quality work, taking pride in timely and accurate delivery
- A good team player, willing to share knowledge and collaborate with colleagues
- Ability to maintain excellent working relationships with any 3rd parties
- Good time management and work prioritisation skills

- Comfortable working in an environment where change is constant
- Hunger to challenge and innovate the status quo
- Comfortable working with Microsoft Teams

3. ESSENTIAL SKILLS:

- Network engineering background with at least two years working experience in network support team utilising ITIL practices.
- Palo Alto Networks. Next Gen Firewall with Threat Prevention.
- Configuration of Cisco Catalyst IOS – Switch/Route and port security.
- Juniper EX Switch & Route
- Network fundamentals - TCP/IP, DHCP, DNS, FTP, SMTP, LACP, Spanning-Tree, VRRP, HSRP, VLAN Trunking, Ethernet, VOIP, LLDP, CDP and SNMP.
- Hands on experience with core routing protocols - OSPF, EIGRP & BGP
- Packet capture troubleshooting
- Some working knowledge of the Linux OS
- Physical network installation, test plans and procedures
- Hardware/software maintenance – Patch management and upgrades.
- SSL Certificate Administration
- Aruba Networks - Instant AP Wireless administration and Clearpass
- Layer 2 security services such as IP DHCP snooping, Maximum MAC and dynamic ARP inspection
- WAN technologies - VPLS, ADSL, PPPoE, PPPoA
- Vulnerability scan management, tracking and remediation
- SolarWinds

- 802.1x authentication for wireless networks

4. JOB PURPOSE:

The purpose of the role is to provide network maintenance and support services to ensure network availability and performance. Support typically takes the form of investigating and resolving network related problems and issues and monitoring network performance.

5. DESCRIPTION OF DUTIES:

List key personal duties in order of importance.

- To carry out the full range of defined tasks associated with operating and controlling installed hardware and software. This may involve the use of multiple hardware and software platforms, and both local and wide area networks
- To investigate and diagnose complex network problems, working with users, other staff and suppliers as appropriate.
- To select appropriate standard procedures and tools, and ensures that defined tasks associated with the planning, installation, upgrade, operation, control and maintenance of local and wide area networks for communication of any form of digital data are carried out.
- To supervise all installation and maintenance work associated with the installation as a whole, including network changes and maintenance routines, environmental and electrical services utilising the appropriate tools and test equipment and ensure that procedures are followed, particularly those relating to safety and security.

6. DIMENSIONS:

Autonomy

- Works under broad direction.
- Work is often self-initiated.
- Is fully responsible for meeting allocated technical and/or project/supervisory objectives.
- Establishes milestones and has a significant role in the assignment of tasks and/or responsibilities.
- Confident with managing changing and conflicting priorities.

Influence

- Influences organisation, customers, suppliers, partners and peers on the contribution of own specialist area
- Builds appropriate and effective business relationships.
- Makes decisions which impact the success of assigned work, i.e. results, deadlines and budget. Decisions will also impact the operational activities of the business areas supported.
- Has significant influence over the allocation and management of resources appropriate to given assignments
- Line management of Network Support Engineer and management of temporary staff and project resources.

Complexity

- Performs an extensive range and variety of complex technical and/or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts.
- Understands the relationship between own specialist area and wider customer/organisational requirements.

Business Skills

- Advises on the available standards, methods, tools and applications relevant to own specialist area and can make appropriate choices from alternatives.
- Analyses, designs, plans, executes and evaluates work to time, cost and quality targets.
- Assesses and evaluates risk.
- Communicates effectively, both formally and informally.
- Demonstrates leadership.
- Facilitates collaboration between stakeholders who have diverse objectives.
- Takes all requirements into account when making proposals.
- Takes initiative to keep skills up to date.
- Mentors colleagues.
- Maintains an awareness of developments in the industry.
- Analyses requirements and advises on scope and options for continuous operational/service improvement.
- Demonstrates creativity, innovation and ethical thinking in applying solutions for the benefit of the customer/stakeholder.

I agree to the above job description

Post Holder.....

Date.....

Head of Service

Date.....

PERSON SPECIFICATION

Job Title:	Senior Network Support Engineer
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications Educated to bachelor degree level or holds a relevant professional qualification
C	Skills; Experience and Attitude Is thoroughly familiar with the installed hardware and software and the procedures in use in the IT operations area Has comprehensive understanding of Information Systems concepts and practice, particularly those in common use within the employing organisation, and a detailed knowledge of communications concepts and applications. Demonstrates mature inter-personal skills in all dealings with users, staff and suppliers. Displays a responsible attitude to keeping records, and caring for equipment and other assets.
	Our Values & Behaviours

D

PUTTING COMMUNITIES FIRST

- We put local people at the heart of decision making in everything we do.
- We seek to include and involve: all voices matter.
- We provide quality services that are responsive, effective and efficient.

The following examples are indicators of effective behaviour:

- I actively involve and include the communities that I serve in my work.
- I shall reflect the views of the communities in my daily work.
- I shall improve the service I provide through seeking feedback from others.

Our residents will feel that:

- I have been included
- I can see how my views have been taken into account
- I can see improvements and developments based on my input

E

RESPECT

- We listen to everyone and value the personal experiences of people in our communities and of each other.
- We adopt a fair, and involving approach regardless of any way in which an individual is different to us.

The following examples are indicators of effective behaviour:

- I adapt my approach to take account of all differences and cultures in the community and with colleagues.
- I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves.
- I communicate in a way that is respectful, encourages involvement and meets people's needs.

Our residents will feel that:

- I feel my culture and background are respected.
- I have confidence that action is being taken.
- I feel I am being treated fairly.

F

INTEGRITY

- We act with openness, honesty, compassion, responsibility and humility.
- We let people know what we are doing and communicate why and how decisions have been made.

The following examples are indicators of effective behaviour:

- I demonstrate empathy in my interactions with others.
- I am honest and transparent about the decisions I take.
- I follow through on the actions I say I will take and take ownership for communicating the outcome.

	<p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
<p>G</p>	<div data-bbox="215 286 743 360" style="background-color: #00b050; color: white; padding: 5px; text-align: center; border-radius: 10px; margin-bottom: 10px;"> <p>WORKING TOGETHER</p> </div> <ul style="list-style-type: none"> • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.