

JOB DESCRIPTION

Job Title:	Senior Network Support Officer		
Directorate:	Delivery	Salary:	£44,179 - £49,250 FTE inclusive of London Weighting Pay award pending
Section:	IT Services	Grade:	BG-E (SCP 37-42)
Location:	Time Square	Work Style:	Flexible

Key Objectives of the role

To provide the technical support, development, and installation function in relation to the Council's IT network and associated infrastructure.

To be responsible for the day-to-day operational network administration and maintenance of the IT systems in accordance with agreed processes and the IT and Digital Strategy.

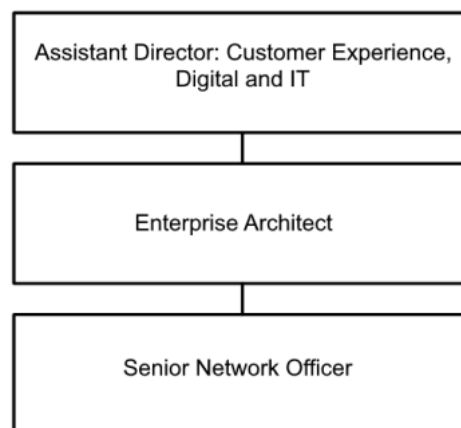
Work with the Enterprise Architect and other Networks officers to plan, to manage and coordinate IT network projects and minor works to ensure operational efficiency.

To assist the Enterprise Architect by monitoring, reviewing and reporting the performance of the Councils network environment, ensuring appropriate alerts are made when required.

To work independently, project managing changes to the network infrastructure and produce processes and procedures to support them.

Supervise, mentor and train the Network Support Officers, technically.

Designation of post and position within departmental structure



Daily and monthly responsibilities

INCIDENT/SERVICE REQUEST MANAGEMENT

To take ownership of technical incidents and service requests and proactively work with other support teams to resolve these problems, ensuring that the solution meets business requirements, creating knowledge article for resolution when a new solution is determined.

Act as an escalation point for Network Support Officers.

Follow Service Desk procedures and processes, for a wide variety of ICT service requests, whilst looking to improve current procedures as more knowledge is gained.

Carry out the management, development and maintenance of all existing communication services in the Council.

Plan and install new communications and network technologies and support them throughout the equipment lifespan.

To proactively prepare detailed procedures and practice notes on the network and new installations, for use by the IT Service Desk and other support teams.

Monitor the performance of and arrange implementation of upgrades and modifications to the communications network infrastructure.

Specify equipment configuration and usage to ensure that capacity, security and performance requirements are met.

Produce statistical reports and analysis of the operation of the communications infrastructure.

Work with Project Managers and other IT technical staff to design and implement the network elements of new IT projects throughout the Council. This will involve being assigned as technical lead on projects of all sizes.

Evaluate software, firmware and hardware proposed in projects, advise on the most suitable and efficient purchases to make and how to use them.

Supervise the Network Support Officers or other members of staff that are allocated as a project resource.

Provide consultancy in networking to staff at all levels throughout the organisation.

Manage network suppliers.

To ensure core support hours (08:00-17:30) are covered on a rota basis and reasonable notice is provided for out of hour's technical support.

Provide out of hours technical support when required, this may require occasional evening and weekend working.

SERVICE IMPROVEMENT

Provide regular reporting on network performance, statistics and project implementation in line with the Council's key performance indicators, objectives and the IT plan.

Promote the efficient and effective use of network and associated services, identify new solutions and cost reduction opportunities as they arise.

ADDITIONAL RESPONSIBILITIES

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

RESOURCES RESPONSIBILITIES

Contribute to the set-up, maintenance and control of the communication rooms and data centre.

Ensure that the Configuration Management Database is kept up to date with the network estate updating any new additions, deletions and changes as applied.

Scope of role

The role is responsible for the third line network support of all IT across the Council. The number of network hardware, software and tools in use, their diversity, and the business-critical nature of the operation of many of them, makes this role extremely important to the operation of the Council. Therefore, the post holder needs in-depth experience in managing ICT networks and networking projects, have sound judgement capability and able to take independent action in relation to problem resolution.

Loss of or disruption of the network could severely impact the ability of the Council to perform a range of critical services including the delivery of key operation of departmental applications/services, revenue collection, significant loss of credibility to the service and can put vulnerable children and adults at risk.

This role supports a customer base of 4000+ including staff, supplier, Council members and schools.

This role also provides technical development and installation function in relation to the IT network environment and will be certified or working towards certification in appropriate IT technologies.

The deployment of dependable network solutions underpins the overall effectiveness and efficiency of all Councils services.

The team is critical to supporting the delivery of the IT and Digital Strategy.

The availability of incoming and outgoing telephone calls is crucial in maintaining contact with the Council's customers.

The post requires a good understanding of the operation of all Council departments so that the appropriate services can be provided.

Commitment to the Council's Equal Opportunities policy at all times

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

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PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
Skills and qualifications	<p>Educated to degree level or equivalent in a computer-related subject or equivalent knowledge and experience to demonstrate technical knowledge and ability</p> <p>Evidence of continuing professional development, having gained or working towards professional qualifications in Information technology topics</p> <p>Cisco CCNA (current)</p> <p>Can demonstrate knowledge of Firewall administration</p> <p>Be able to display elements of basic Project Management skills.</p>	<p>Educated to degree level or equivalent in a computer-related subject.</p> <p>Qualification in frameworks and processes, e.g. Prince2, Agile and ITIL v3/4.</p> <p>Cisco CCNP (current)</p> <p>MS Teams telephony</p> <p>FortiGate, Palo Alto, Cisco ASA</p>
Competence Summary (Knowledge, abilities, skills, experience)	<p>Technical Skills: Demonstrable experience of working in a voice and data network technical support team. In-depth experience of structured cabling systems, both UTP and fibre</p> <p>Ability to take a business need and convert to a technological solution.</p> <p>In-depth Data Communications network administration and support (TCP/IP protocol suite) Call logging & network management equipment operation, including production of management reports and traffic analysis.</p> <p>Experience of configuring and supporting Cisco routers and switches.</p> <p>Understanding of network security issues.</p>	<p>Understanding of ITIL and how it affects incident and change management of network environments.</p> <p>Working knowledge of Windows Workstation & Server</p> <p>Experience of working SharePoint.</p> <p>Good knowledge of quality standards, legislation, and best practice.</p> <p>Experience of cloud-hosted services; e.g. AWS, Azure.</p>

In-depth experience of network troubleshooting.

In-depth understanding of network management services; e.g. DNS, DHCP

In-depth understanding of wireless networks

Maintain relationships with suppliers and external vendors.

IT Skills

Good general IT skills including the use of Microsoft Outlook, Word, Teams, SharePoint, OneDrive, PowerPoint, Visio and Excel (inc ability to work with tables in word, produce high quality presentations)

Time Management Skills:

Ability to work under pressure and meet deadlines.

Customer orientation:

Good communication, facilitation and influencing skills, which can be applied to driving improvement and change. An awareness of customer needs, both internal and external, and the commitment to continually improve the service provided.

Ability to build good working relationships with colleagues, operational managers, senior officers, and front-line staff.

Good communication with all levels of the business. Able to communicate complex technical ideas in a straightforward way to highly technical experts, operational managers, senior officers, and front-line staff. Also, adept at active listening, and providing coherent and easily understood answers.

Decision making:

Ability to effectively develop value-based options appraisals and make

sound recommendations based on these.

Ability to clearly summarise information and produce reports for senior managers, to enable decision making on aspects of change and improvement.

Responsible for planning and scheduling own workload.

Creativity and innovation:
Credibility to work with and challenge staff and their service delivery processes at different levels of seniority, while maintaining constructive working relationships.

Strong hands-on delivery attitude and skills in lateral thinking. With the ability to think ahead and anticipate problems and issues, and design appropriate solutions.

Ability to gather and assimilate information, coupled with good problem-solving skills.

Work-related Personal Requirements	<p>The post holder must hold a full UK driving licence (or valid equivalent). Non-UK licences must be converted to UK licences in the first six months of employment.</p> <p>Ability to consistently project an image of professionalism.</p> <p>Tactful and diplomatic.</p> <p>Able to work out of hours occasionally.</p> <p>Be able to take part of a rota for start and finish times.</p>	<p>Experience in leading technical meetings</p>
Other Work Requirements	<p>Adaptable, flexible approach towards work.</p>	
Role models and demonstrates the Council's values and	<p>Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.</p>	

behaviours	We make our values real by demonstrating them in how we behave every day.
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All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.

