Drill Hall Library
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UNIVERSITY OF GREENWICH · University of Kent · Canterbury Christ Church University · UNIVERSITIES at MEDWAY

JOB DESCRIPTION

Job Title:	Network Support Officer (Medway)	Grade:	SG7
Department:	Libraries & Academic Enhancement / Information and Library Services (ILS)	Contract:	TBC
Department:	The role is based at the Drill Hall Library at the Universities at Medway campus in Chatham, Kent.	Date of Job Evaluation:	May 2023
Role reports to:	Technical Support Manager (Drill Hall)		
Direct Reports	None		
This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.			

PURPOSE OF ROLE:

This is a campus-based role, responsible for monitoring, supporting and maintaining the Shared Services wired and wireless network infrastructure.

Provide networking support to the partner Universities on the Medway campus, where required and under the guidance of the University's own networking teams.

Participate fully and effectively within the Drill Hall Library IT Team.

Engage in Shared Services network projects acting as a technical lead.

Act as the main point of liaison in terms of networking within the DHL Technical Support Team and wider campus network.

KEY ACCOUNTABILITIES:

Team Specific:
- Contribute and, at times, lead the design, management and implementation of the network infrastructure including, LAN, wireless, firewalls and VPN servers for operational activities and major network related projects.
- Ensure compliance with processes in relation to all aspects of work within the Network Team, with particular reference to change management and a high level of quality assurance and professionalism throughout.
- Produce and maintain documentation describing the wired and wireless networks using the applications and tools available.

- Liaise with first and second line support colleagues and ensure the provision of third line support in a timely and effective manner.
- Contribute to the proactive monitoring of the core network and ensure procedures are in place to actively react to indicators of issue or incident, if required direct others in achieving a resolution.
- Contribute to the measurements and KPI's in relation to the services of the DHL Technical Support Team.

Generic:
- To establish and maintain professional working relationships with colleagues within the University at all levels and with external organisations, suppliers and individuals.
- To identify and prioritise service improvement, aligning this with the Universities Digital Strategies.
- Liaise closely with relevant staff to share and develop best practice and contribute to staff training and development activities.
- To always act fully in the interests of the Universities.

Managing Self:
- Excellent communication, collaboration and facilitation skills.
- Logical, self-motivated, flexible and able to manage change.
- Strong networking skills with a commitment to continually development these.
- Excellent organisational, planning and time management skills.
- Engage in professional development opportunities to keep skills relevant.
- Work to deadlines and project timelines.
- Carry out other duties as may from time to time be reasonably required across the service in line with the current grade.
- Work collaboratively to drive changes and improvements that support the required outcomes of the Universities Digital Strategies.

Core Requirements:
- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security;
- Ensure compliance with Health & Safety and Data Protection Legislation;
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

Additional Requirements:
Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that the Drill Hall Library Technical Support Team and the directorate delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- The team meets or exceeds its agreed service level targets (SLTs).
- Receive a high level of ongoing positive user feedback.
- The team contributes positively to the successful delivery of the Universities KPI's.

KEY RELATIONSHIPS (Internal & External):

- Drill Hall Technical Support Team
- Universities Service Desks
- Universities Network Teams
- Networking vendors for hardware, software, and support contracts
- Industry Partners such as Janet UK, KPSN, JISC

PERSON SPECIFICATION:	Essential / Desirable
Experience	
• Working with colleagues at all levels.	E
• Experience of networking configuration and support.	E
• Monitoring your own performance to meet Service Level Targets.	E
• Experience of technical administration of firewalls and other network security technologies.	E
• Effective use of IT Service Management processes.	E
• Substantial practical experience of network concepts and technologies within a large enterprise environment.	E
• Experience of Radius and 802.1x	D
• Working within a higher education environment.	D
• Experience of network and routing protocols such as RIP, EIGRP, BGP, OSPF and Multicast.	D
Skills	
• In depth knowledge of both DNS and DHCP.	E
• Skilled in the use of command line based operating systems.	E
• Ability to diagnose and resolve network faults.	E
• Excellent organisational skills and the ability to prioritize and manage a wide and varied workload.	E
• Using ITIL-aligned ITSM tools.	E
• Deep knowledge of Ethernet/L2 switching, network and routing protocols, spanning tree.	E

• Experience of using network monitoring and management solutions.	**E**
• Good document/report writing skills.	**E**
• Experience in project management.	**D**
Qualifications	
• Educated to degree level or demonstrable experience within a relevant technical or business discipline.	**E**
• ITIL certification, Cisco CCNA/CCNP.	**D**
Personal attributes	
• Commitment to deliver and promote equality, diversity and inclusivity in the day-to-day work of the role.	**E**
• We are looking for people who can help us deliver the values of the University of Greenwich, the University of Kent, and Canterbury Christ Church University with a passion for a transformative student experience and multidisciplinary, impactful research.	**E**