

JOB DESCRIPTION

Job Title:	Network Analyst	Grade:	SG7
Department:	Infrastructure Information and Library Services	Date of Job Evaluation:	N/A
Role reports to:	Network Manager		
Direct Reports	Senior Network Analyst		
Indirect Reports:	Head of Infrastructure Director of Information and Library Services		
Other Key contacts:			
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:

Act as deputy to the Senior Network Analyst including contributing to, and at times, leading the network analysis function within the Network Team.

Act as the main point of liaison in terms of networking within the ILS Infrastructure Group; and also deputise for the Senior Network Analyst in terms of liaison and relationship management for network related matters, with other administrative and academic departments as required, and also external partners and suppliers.

Appropriate, effective and resilient IT systems and infrastructure are critical to the success of the University, and have been clearly articulated as a strategic requirement. In this context, have a high level of responsibility for the technical design and administration of the University of Greenwich core WAN and LAN networks; encompassing all aspects of network security, routing, switching and other relevant network related technologies.

As deputy to the Senior Network analyst, ensure a sufficient level of understanding of the overarching network infrastructure, and associated systems environment, is embedded within the network team and wider infrastructure group; Through activities such as authoring comprehensive documentation and leading workshops and other collaborative knowledge sharing exercises related to networking.

Lead network infrastructure projects and act as the technical lead on University wide projects that require network technologies such as security, routing, wireless and switching.

With specific reference to the University calendar ensure that appropriate, timely and reliable voice and data services are in place to support business requirements and also ensure that at key points in the academic cycle sufficient staff and contingencies are in place to mitigate any risk to the business.

KEY ACCOUNTABILITIES:**Team Specific:**

- Deputise for the Senior Network Analyst as and when required.
- Contribute and, at times, lead the design, management and implementation of the core network infrastructure including, LAN and WAN services, wireless, leased lines, connections to Janet, firewalls and VPN servers for operational activities and major network related projects.
- Contribute to the development, maintenance and monitoring of policies in relation to voice, data and systems networks, and ensure they are adhered to.
- 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 voice and data networks using the applications and tools available.
- Take the lead when working with non-network team colleagues from the ILS Infrastructure Group in developing and maintaining a high performance, secure and fully resilient network infrastructure which meets the needs of the University and the aspirations of the Strategic Plan.
- Be responsible for the planning of voice and data infrastructure upgrades as required to maintain the technical ability to provide a suitable high bandwidth network in both building upgrades and new builds.
- Supervise members of the network team when required, in the planning and implementation of network infrastructure changes such as building network upgrades and new builds.
- Liaise with first and second line support colleagues within Information Services, 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 Network Team.

Generic:

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- Contribute to the measurements and KPI's in relation to the services of the Network Team.

Managing Self

- Where contributing to, managing or leading project work from within the Network Team ensure that the approved management methodology is followed.
- Take a proactive role in liaison with relevant voice and data infrastructure/system suppliers and ensure effective working relationships are created and maintained.
- As deputy to the Senior Network Analyst act as a point of authority in relation to all aspects of the core network design, administration and maintenance.
- Proactively, and through the application of independent initiative, research industry information to assess suitability of, make decisions and advise on the most appropriate network technologies for use within the University.
- Maintain a professional manner at all times.
- Work effectively both independently and as part of a supportive team.
- Work in a logical and effective manner when dealing with network faults.
- Be self-motivated in researching new technologies and problem solving techniques

Core Requirements

- Adhere to and promote the University's policies on Equality and Diversity and Information Security.
- Ensure compliance with Health & Safety regulations.
- 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.

Additional Requirements:

- The post holder will have access to a range of sensitive and key University systems. It is therefore essential that they demonstrate a high level of professional integrity and discretion and comply with the University's Policies in relation to Information Assurance and Security.
- The post is critical to the efficient and effective functioning of the University's information system facilities, possessing high levels of responsibility for the development and operation of the core network infrastructure which underpins all IT systems and services within the University.
- In line with the operational calendar of the University, the post-holder will be required to schedule and attend to work outside normal working hours.
- Hours will be as required to undertake the role, including the scheduling and attendance of work outside normal working hours. Note the IT at risk period is 0700 – 0900 Tuesday mornings, which is when new equipment is usually commissioned.
- In line with key events in the University calendar there will be an on-call requirement for some evenings and weekends.
- Attendance at some University committee and informal meetings will be required.
- Travelling between and working at different campuses will be required.

KEY PERFORMANCE INDICATORS:

- To produce high quality work delivered to agreed timescales.
- To contribute positively towards and with colleagues be accountable for service level indicators which are defined for the group.
- Ensure the Network Team positively contributes to the successful delivery of Information Systems and ILS KPI's.
- Voice and data networks achieve 99.5% service availability or greater.

KEY RELATIONSHIPS (Internal & External):

- Team and Group Colleagues.
- 1st, 2nd and other 3rd level support groups.
- University Colleagues, Partner Universities and Colleges.
- Industry Partners such as Janet UK, KPSN and JISC.
- Commercial equipment providers and engineers.
- Service providers such as “Managed Bandwidth Providers” Equipment and System Maintenance providers, PSTN services etc.

PERSON SPECIFICATION	
Essential	Desirable
Personal attributes <p>We are looking for people who can help us deliver the values of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity</p>	
Experience <ul style="list-style-type: none"> • Strong experience of network design, administration and maintenance within a large and complex multi campus voice and data network from an operational perspective. • Substantial practical experience of network concepts and technologies within a large enterprise environment. • Enterprise level experience of working within a controlled change management environment. • Experience of working with and managing suppliers. • Experience of technical administration of firewalls and other network security technologies. 	Experience <ul style="list-style-type: none"> • Experience of working with a VOIP telephone network, problem solving and deploying VOIP equipment in an enterprise environment. • Experience of configuring and deploying voice contact centres in an enterprise environment. • Experience of procurement processes in relation to the tendering, selection and appointment of software system, infrastructure or managed service suppliers. • Experience of network and routing protocols such as RIP, EIGRP, BGP, OSPF, IS-IS and Multicast. • Knowledge and experience of technologies such as MPLS, VPN's. • Proven experience of project management from inception through to completion.
Skills <ul style="list-style-type: none"> • In depth knowledge of both DNS and DHCP. • Skilled in the use of command line based operating systems. 	Skills <ul style="list-style-type: none"> • Exposure to TACACs and Cisco ISE

- Skills in Network security analysis and implementation.
- Deep knowledge of Ethernet/L2 switching, network and routing protocols, spanning tree.
- Strong Knowledge and experience of network management and monitoring systems such as LANguardian, Cisco Prime LM and Nagios.
- Knowledge of 802.11 wireless technologies.
- Excellent problem solving skills.
- Excellent ability to communicate with staff at all levels including via presentation.
- Ability to form effective business relationships (networking) – both within the University and wider HE sector.
- Well organised, self-motivated, ability to prioritise under pressure and manage a wide and varied workload for self and team.
- Ability to learn new skills quickly.
- Good document/report writing skills.

Qualifications

- Educated to degree level or equivalent demonstrable experiential learning within a relevant technical, educational management or business discipline.

Qualifications

- Membership of a relevant professional organisation
- Prince2 and ITIL certification
- Clean UK Driving Licence
- Cisco CCNA, CCNP VOIP CCNA Wireless or similar

