

JOB DESCRIPTION

Job Title:	Network Officer	Grade:	SG6
Department:	Infrastructure, Information and Library Services (ILS)	Date of Job Evaluation:	
Role reports to:	Network Operations Team Leader		
Direct Reports	None		
Indirect Reports:	None		
Other Key contacts:			
<p>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.</p>			

PURPOSE OF ROLE:

Participate fully and effectively within the Network Operations Team. Contribute to intra-team co-ordination within the Infrastructure Group, liaising with other divisions within ILS and other administrative and academic departments as required.

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 for the University. In that context, within the Network Operations Team, be responsible and assist in the implementation, maintenance and support of voice and data infrastructure and associated systems.

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.

Work to achieve a sufficient level of understanding of the overarching network operating environment.

KEY ACCOUNTABILITIES:

Team Specific:

- Work with colleagues in the Network Team in managing and maintaining the voice and data (wired and wireless) network.
- Assist senior members of the 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.

- Liaise with first and second line support colleagues within ILS, and ensure the provision of third line support in a timely and effective manner.
- Assist the proactive monitoring of voice and data services and ensure procedures are in place to actively react to indicators of issue or incident.

Generic:

- Assist in relation to the implementation, management, operation and support of the VOIP system (core voice, call centre, switchboard and unified communications).
- Follow departmental policies, procedures and standards which affect the communications infrastructure and its use, and ensure they are adhered to.
- Assist colleagues within the Network Team to liaise with key staff within ILS, Schools and Offices to ensure voice and data infrastructure and associated services are fit for purpose and meet the needs of the University.
- Ensure all network moves and changes are well managed and follow an agreed process which ensures good practice in relation to communication with users and the identification and delivery of both functional and technical requirements.
- To contribute to the maintenance and upkeep of documentation describing the voice and data networks using the applications and tools available.
- Ensure new users are fully inducted into the use of the various systems and services provided by the Network Team, and from time to time ensure existing users are updated or reminded of relevant services. This includes the production of comprehensive support materials.
- Liaise closely with relevant staff to share and develop best practice and contribute to staff training and development activities.
- Assist colleagues within the Network Team using monitoring tools and daily reports to actively identify and block virus and peer to peer activity, and work with colleagues at Janet CSIRT to investigate contraventions and instigate appropriate action.
- Work within operational methods, procedures and systems in assigned areas of responsibility and to review them regularly with the Network Operations Team Leader for effectiveness and efficiency.
- Carry out other duties as may from time to time be reasonably required.
- Work closely and collaboratively as required with the IT Security Manager.

Managing Self:

- Following the approved methodology, contribute to the successful management of key projects which are run from within the Network Team, that

may include high profile University wide initiatives or involve national or international partners.

- Take a proactive role in liaison with relevant voice and data infrastructure/system suppliers and ensure effective working relationships are created and maintained.
- Maintain a calm and professional manner in all of your dealings with the users of the various systems.
- 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, 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.

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.
- The post contributes to the efficient and effective functioning of the University's information system facilities, being part of the team with responsibility for the effective operation of the communications infrastructure which underpins all IT systems and services within the University.
- The post involves contact with members of the University's staff at all levels and will perform a role in relation to supplier management.
- 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 network changes are scheduled.
- 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.

- Undertake any other duties as requested by their line manager or the Director of ILS, 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 Information and Library Services delivers the required level of service.

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.
- Projects within the group are delivered on time, budget, scope and quality.
- 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 in ILS.
- 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 service providers, etc.

PERSON SPECIFICATION	
Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Experience of working within a large and complex multi campus voice and data network from an operational perspective. • Practical experience of network concepts and technologies within a large enterprise environment. • Experience of working within a controlled change management environment. • Experience of working with and managing suppliers, managed services, consultants and contractors. <p>Skills</p> <ul style="list-style-type: none"> • In-depth knowledge of both DNS and DHCP. • Skilled in the use of command line based operating systems. • Knowledge of Ethernet/L2 switching, network and routing protocols. • Knowledge of working with a Siemens VOIP telephone network, problem solving and deploying Siemens VOIP equipment in an enterprise environment. 	<p>Experience</p> <ul style="list-style-type: none"> • Understanding of the wider Higher Education system and technology “ecosystem”. • Experience of enterprise architecture techniques. • Experience of procurement processes in relation to the tendering, selection and appointment of software system, infrastructure or managed service suppliers. • Knowledge and experience of technologies such as MPLS, VPN’s, spanning tree. • Knowledge of 802.11 wireless technologies. • Proven experience of project management from inception through to completion including proactive liaison with user management and the supervision of work from other development team members. • An understand or practical experience of cloud based networking technologies and hybrid on-premise/cloud setups <p>Skills</p> <ul style="list-style-type: none"> • N/A

- Knowledge of configuring and deploying a Siemens voice contact centre in an enterprise environment.
- Experience of network and routing protocols such as RIP, EIGRP, BGP, OSPF, IS-IS and Multicast.
- Knowledge and experience of network management and monitoring systems such as Cisco Prime LM and Nagios.
- Excellent problem-solving skills.
- 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.
- Network design qualification such as CCNA, CCNP, VOIP or similar equivalent experience in a related field.

Personal attributes

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity

Qualifications

- Membership of a relevant professional organisation.
- Prince2 and ITIL certification.
- Clean UK Driving Licence.

Personal attributes

- N/A