Post Title:	Network Administrator
Grade:	5

Job Description

2.1. Purpose

The Network Administrator will administer, support and manage network systems on behalf of the University Group. This includes both fixed line and mobile telephony.

They will also assist with the day to day operation of the network service. This includes co-ordination and administration of purchasing and stock control processes as well as the production of reports.

They will pro-actively manage mobile telephony and fixed line contracts, ensuring high levels of service and value for money. They will provide an expert level of support for the operation of the telephony systems, actively assisting first-line colleagues in the resolution of incidents and problems.

2.2. Main Duties and Responsibilities

1. Acts as the contact point, receiving and handling requests for telephony support. Responds to a broad range of telephony service requests for support by providing information to fulfil requests or enable resolution. Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate. Assists with the development of telephony standards, and applies these to track, monitor, report, resolve or escalate issues. Contributes to creation of telephony support documentation.

2. Co-ordinates the purchasing and stock control process within the network services function. Takes a direct involvement in the procurement of equipment and services related to the network function. Responsible for the monitoring, administration and purchasing of the network services' contracts & renewals. Responsible for ordering equipment, travel, hotel rooms & training courses and for any other purchase requirements for the network function.

3. Applies tools, techniques and processes to create and maintain an accurate network and telephony asset register. Produces reports and analysis to support network asset management activities and aid decision making.

4. Acts as the routine contact point between the University Group and network and telephony suppliers. Supports resolution of supplier related incidents, problems, or unsatisfactory performance. Collects and reports on supplier performance data.

5. Assists in the configuration and systems testing of telephony systems and equipment. Documents faults, implements resolutions and re-tests to agreed standards.

6. Applies tools, techniques and processes to track, log and correct information related to network configuration items. Verifies and approves changes ensuring protection of network assets and components from unauthorised change, diversion and inappropriate use. Performs audits to check the accuracy of information and undertakes any necessary corrective action under direction.

7. Identifies and resolves issues with telephony use, following agreed procedures. Uses telephony management software and tools to collect agreed performance statistics. Carries out agreed network and telephony maintenance tasks.

8. Responsible for the production of reports for the Network Manager and the wider University Groups. Includes, but not limited to: network services' budget, mobile phones costs, stock reports, KPIs etc.

AND such other duties as are within the scope of the spirit of the job purpose, the title of the post and its grading.

2.3. Supervision Received

Line management is from the Network Manager.

2.4. Supervision Given

None.

2.5. Contacts

• IT Services staff, including Executive Team.

• Staff and students in other Schools / Support Areas of the University Group.

• External Suppliers and other education institutions.

3. Person Specification

ATTRIBUTES	ESSENTIAL	ADVANTAGEOUS
Education & Qualifications	• Educated to HND level in a relevant discipline with a professional qualification or substantial experience in related field in lieu of the above.	• Degree or formal qualification in a relevant discipline. • Cisco ICND 1 & 2. • CCNA. • ITIL.
Knowledge & Experience	• Experience of network & telephony administration. • Experience of working in a telecommunications support environment. • Experience of utilising voicemail, call logger system and Call Centre Systems and Management. • Experience of supporting and administering mobile telephony.	• Higher Education experience.
Job-related Skills, Abilities & Competencies	• Proven analytical and execution skills. • Takes responsibility and has a sense of ownership. • Results oriented and a commitment to a high quality customer service • Knowledge of customer behaviours, needs and expectations. • Ability to work with colleagues to quickly resolve complex problems in the provision of IT services. • Good understanding of current and emerging technologies and how other enterprises are employing them to drive digital business support. • VoIP telephony. • Call centre systems. • Voicemail systems.	• LAN/WAN infrastructure. • Cyber-security within network technologies.
Interpersonal Skills	• Proven communication, and presentation skills. • Results oriented, adaptive and decisive. • Ability to build trust and display integrity. • Ability to work collaboratively and be a key team player.	

	• Creative and innovative thinking. • Can resolve conflicts and problems.	
Other Requirements	• A flexible approach to working hours and location, including a willingness to travel, locally, nationally or overseas, as required. • An appreciation of other cultures; the global reach of the University Group and its international agenda. .	