Post Title:	Network – Lead Technician
Grade:	*6*

Job Description

2.1. Purpose

The Network – Lead Technician will administer, support and manage compute products and services deployed on behalf of the University Group.

The Network – Lead Technician is responsible for the day to day operation, security and efficient running of our network services. The Network – Lead Technician will undertake the installation, configuration, maintenance, repair and on going support of the voice communications and data network that is within the responsibility of IT Services.

They will adhere to service levels and all operational processes (such as incident, problem, change management processes) pertaining to network services. They will provide an expert level of support for network systems that they look after, actively assisting first-line colleagues in the resolution of incidents and problems. They will handle patches and upgrades in order to ensure that network systems are efficient and effective.

2.2. Main Duties and Responsibilities

1. Communicates information security risks and issues to business managers and others. Performs basic risk assessments for small information systems. Contributes to vulnerability assessments. Applies and maintains specific security controls as required by organisational policy and local risk assessments. Takes action to respond to security breaches in line with security policy and records the incidents and action taken.

2. Configures network software and equipment and tests platform-specific versions of one or more network products. Reports the outcome of testing and identifies potential improvements to the process and to the network products according to agreed designs and standards.

3. Undertakes routine installations and de-installations of items of hardware and/or software. Takes action to ensure targets are met within established safety and quality procedures, including, where appropriate, handover to the client. Conducts tests of hardware and/or software using supplied test procedures and diagnostic tools. Corrects malfunctions, calling on other experienced colleagues and external resources if required. Documents details of all hardware/software items that have been installed and removed so that configuration management records can be updated. Develops installation

procedures and standards, and schedules installation work. Provides specialist guidance and advice to less experienced colleagues to ensure best use is made of available assets, and to maintain or improve the installation service.

4. Reviews network software updates and identifies those that merit action. Tailors network software to maximise hardware functionality. Installs and tests new versions of network software. Investigates and coordinates the resolution of potential and actual service problems. Prepares and maintains operational documentation for network software. Advises on the correct and effective use of network software.

5. Monitors service component capacity and initiates actions to resolve any shortfalls according to agreed procedures. Applies techniques to control the demand upon a particular resource or service.

6. Maintains network application support processes, and checks that all requests for support are dealt with according to agreed procedures. Uses network application management software and tools to investigate issues, collect performance statistics and create reports.

7. Provides technical expertise to enable the correct application of operational procedures. Uses management tools to determine load and performance statistics. Contributes to the planning and implementation of maintenance and installation work. Implements agreed infrastructure changes and maintenance routines. Identifies operational problems and contributes to their resolution, checking that they are managed in accordance with agreed standards and procedures. Provides reports and proposals for improvement, to specialists, users and managers.

8. Maintains the network support process and checks that all requests for support are dealt with according to agreed procedures. Uses network management software and tools to investigate and diagnose network problems. Collects performance statistics and creates reports, working with users, other staff and suppliers as appropriate.

9. Initiates and monitors actions to investigate and resolve problems in systems, processes and services. Determines problem fixes/remedies. Assists with the implementation of agreed remedies and preventative measures.

10. Prioritises and diagnoses incidents according to agreed procedures. Investigates causes of incidents and seeks resolution. Escalates unresolved incidents. Facilitates recovery, following resolution of incidents. Documents and closes resolved incidents according to agreed procedures.

11. Uses data centre management tools to produce management information on power, cooling and space and investigate issues where necessary. Carries out routine audit and checks to ensure adherence to policies and procedures. Facilitates the implementation of mandatory electrical safety testing.

Deputises for the Network Manager as required.

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	• A degree relevant to IS/IT. • Or full membership of an IS/IT professional body. • Or substantial experience in lieu of the above which demonstrates a professional approach to IS/IT development.	• CCNA. • ITIL. • CISSP.
Knowledge & Experience	• Understanding global / local business differentiation. • Knowledge of customer behaviours, needs and expectations. • Digital business literacy. • Tracking of emerging trends.	• Understanding of business organisation, politics and culture. • Ability to understand related industries. • Higher Education experience.
Interpersonal Skills	• Results orientation. • Collaboration / teamwork. • Resolving conflicts and problems. • Adaptability. • Openness to learning. • Decisiveness. • Accountability. • Communication, listening and information gathering. • Creative and innovative thinking.	• Conceptual thinking. • Strategic thinking. • Leading, inspiring and building trust. • Influencing and persuading.
Job-related Skills, Abilities & Competencies	• Understanding digital technologies. • Understanding existing systems and technology. • Problem solving. • Voice and data networking. • Awareness of building, electrical, health and safety regulations. • Structured cabling. • Cyber-security within network technologies.	• LAN/WAN infrastructure. • Public cloud infrastructure. • Microsoft Azure. • Amazon Web Services.
Other Requirements	• A flexible approach to working hours and location, including a willingness to travel, locally, nationally or overseas, as required. • Requirement to work on call in order to facilitate the 24*7 support	

	demands of a global organisation. • An appreciation of other cultures; the global reach of the University and its international agenda. • A mature, professional and self-motivated approach to tasks. • Ability to represent IT Services in formal and informal settings. • Able to work under pressure. • Ability to work flexibly and extended hours by agreement to meet tight, fixed deadlines or as required by service imperatives. • Health & Safety Awareness.	