

UNIVERSITY OF DERBY
JOB DESCRIPTION

JOB TITLE	Lead Network & Communications Engineer		
DEPARTMENT / COLLEGE	IT Services		
LOCATION	Kedleston Road Campus		
JOB NUMBER	0689-17	SALARY	£35,634 to £44,007 per annum
REPORTS TO	Infrastructure Delivery Manager		

Role Summary

The Infrastructure Delivery team procure, develop and maintain core infrastructure technologies, which support the University's corporate and academic services. Our drive is to provide efficient, reliable and high quality infrastructure, which maximises value and minimises risk. The Lead Network & Communications Engineer (Networks) is responsible for leading the on-going development and operation of the University's Data Centre, Network and Communications solutions maintaining performance, security and availability of key systems. The role holder will be highly experienced in large-scale Cisco networks and networking concepts (LAN & WAN), and will be able to troubleshoot and resolve complex IT issues in a timely manner. Support of other infrastructure and security systems as required such as firewalls, is also a key requirement of the role. The role holder has depth of knowledge within their specialized area and will also be required to cross-skill into other infrastructure technologies in order to effectively support and develop our infrastructure services.

Closely supporting the Infrastructure Delivery Manager, duties include improving operations within the infrastructure area, ensuring systems are up-to-date and compliant, pro-actively monitoring system performance and availability, ensuring SLAs are met and reacting to incidents both within business hours and out of hours by means of an on-call rota.

Principal Accountabilities
1) Strategy & Planning

Support and advise the Infrastructure Delivery Manager, in the delivery of the IT strategy for the Infrastructure Services function to meet the strategic needs of the Institution. Prepare capacity plans, management reports and forecasting to ensure the timely expansion of our core infrastructure systems, ensuring growth is both controlled and sustained. Create, validate and peer-review business cases and technical designs to support the ongoing requirements of the university.

2) Infrastructure Support

The role requires a passionate individual with a positive attitude towards positive change. A flare for technology, problem solving and being able to understand and manage priorities is a key requirement. An awareness that an

interruption to service is a departmental-wide responsibility; taking on the 'all hands on deck' approach as required. The role requires an in-depth knowledge and demonstrable experience of supporting network protocols, standards and technology including firewalls, switches and routers. The role holder will have total responsibility for agreed technology areas ensuring systems are maintained and operational, ensuring a reliable, high performing and resilient network service. Resolve any issues that develop unexpectedly (such as user errors, DDOS attacks, broadcast storms, cable damage or hardware faults) and to proactively monitor supplier's technical information to avoid any known issues. The role holder is required to work collaboratively with other areas of the department to react quickly to faults and resolve them with minimal downtime.

3) Security, Governance & Compliance

Ensure systems are secure and compliant with all regulatory, legislative and institutional requirements. Work with the other departments in IT Services and within the business to ensure robust security systems and processes are in place; ensure these are automated where possible and auditable. The role holder will be knowledgeable in industry standards such as PCI-Compliance and Cyber Essentials. Work with the Governance team to ensure reports are made available securely in timely response to FOI, SAR or audit requests. Ensure that architecture decisions are made collaboratively across the department and are fully recorded.

4) Quality

Ensure the infrastructure and technology within all areas of responsibility are implemented and operated to the highest standard, delivering the maximum possible benefits to the organisation in terms of efficiency and quality. Ensure the transition of all technologies and services is actively managed to fully exploit the assets and features available. Ensure that automation is a key aspect of systems management to provide efficiency and change agility within the department, ultimately to deliver an excellent customer experience.

5) Customer Service

Ensure that core infrastructure systems are designed and developed to support the changing demands of the Institution on IT Services including increasing efficiency, quality of service and provision of a 24x7 service. To be at least foundation level certified in ITIL, ideally with supporting targeted ITIL specialisms (eg incident management, problem management) and to ensure activity is carried out within an ITIL framework. Support the Service Delivery unit in ensuring that the department provides the most efficient and satisfactory service possible for our end-users. The role requires that the end game for all work undertaken is to have highly satisfied staff and students. The role holder is also responsible for identifying, suggesting and implementing improved customer service in areas which fall behind the standards expected of IT Services. Ensure all services are documented, approved, transitioned and managed successfully. Provide shared management responsibility to ensure the IT Service Catalogue remains current.

6) Business Continuity & Disaster Recovery

Work with the other departments in IT Services to ensure infrastructure solutions are implemented to support business continuity strategies. Ensure that the systems we support are resilient in nature and that the university can recover from disaster quickly, efficiently and with minimal disruption. Working with peers across the board to ensure all systems managed by the team have clear recovery priorities and well documented, proven recovery plans.

7) Supplier & Contract Management

Manage relationships with new and existing suppliers to ensure the university attains the best value for money and ongoing improvement from its contractual terms. Ensure that every supplier has valid and current contracts, and adhere to the university's terms and conditions. Ensure that poor supplier performance is followed up and escalated through strong account management relationships.

8) Key Interfaces & Engagement

Working in partnership with other key units in IT Services to ensure the Infrastructure Services function meets and exceeds the expectations of the business. The role holder shall be fully engaged with the business' current position within the sector, and buys into the university's values, philosophy and corporate ambitions. The role holder shall have a positive influence on individuals and teams in the department, and be willing to lead the department to achieve its goals.

9) Staff Resources

Support the Infrastructure Delivery Manager to lead, manage, motivate, mentor and develop staff within Infrastructure Services using an effective management structure. The role holder is required on occasions to provide team management responsibilities to maintain service in the absence of the Infrastructure Delivery Manager

10) Policies, Procedures and Standards

Responsible for the development and documentation of all the key policies, procedures and standards relating to your area of operations within the Infrastructure Delivery function and ensure they are regularly reviewed and updated. Define, agree and standardise procedures across the department to ensure efficient deployment and maintenance of networking & security services

11) Relationship Management

Support the Infrastructure Delivery Manager in managing strategic relationships with key stakeholders/customers within the University, with other external organisations, and with new and existing suppliers to ensure the Institution gains the best value for money and ongoing improvement from its contractual terms. To ensure the significant maintenance commitment of the Institution relating to Data Centre, Networks & Communications services is closely managed and supports IT Services in providing accurate budgeting and forecasting information to the Institution

12) Architecture

Lead in the research and development of technical architectures for all network, communications and data centre solutions. Ensure that collaborative decisions are both endorsed by key teams and individuals within IT Services. Ensure those decisions complement the university's business models and corporate plan, ensuring peer-reviews are actioned at all levels within the department and business.

13) Professionalism, Values & Behaviours

To support the management team in maintaining the positive profile of Infrastructure Services and IT Services. To promote and exemplify the University's values and behaviours at a high level commensurate with MPS2. The role holder is required to embed the university's values & behaviours into every aspect at the required level for the role. It is expected that the role holder will be an ambassador for the professionalism expected of the department,

across and beyond the university

14) Flexibility and Out of Hours

The role holder will have a commitment to be flexible and to the delivery of critical project deadlines and during critical incidents. Some planned work may require out-of-hours management and co-ordination. Similarly, unplanned incidents require the flexibility of the role holder for availability out of business hours. The role holder will be placed onto an out-of-hours rota for infrastructure support.

Person Specification

- Essential Criteria

• Qualifications

- Professionally qualified and educated to degree level or proven equivalent experience (4+ years) in a similar or related role.

• Experience

- 5+ years' experience as a network engineer in an implementation and operational support role
- Demonstrable experience of documenting standard operating procedures, diagrams and training materials for use by the team.
- Strong and demonstrable experience of project, implementation, configuration and installation background across networking technologies
- Solid understanding of Cisco including:
 - o Cisco ASA/VPN/SSL Issues
 - o Cisco Nexus/Catalyst Routing and Switching
 - o Cisco Wireless architecture and configuration
- Solid understanding of firewall/security appliances; Checkpoint Firewall & Cisco ACS
- Extensive and demonstrable experience of structured cabling systems, limitations and capabilities

• Business requirements

- Must possess valid driver's license for travel between sites

- Desirable Criteria

• Qualifications

- ITIL v3 Foundation
- PRINCE2 Foundation
- Checkpoint CCSA
- Cisco CCNP (Collaboration)

• Experience

- Proven experience of F5 BigIP Load Balancers/reverse proxy

- Experience of Solarwinds monitoring products (Orion)
- Knowledge and understanding of Cisco Unified Computing Systems (UCS)
- Demonstrable experience of level 3 support, design and implementation for Cisco Call Manager & Contact Centre; CUCM 8+ & UCCX for 3500+ users
- Experience of managing Cisco Prime Infrastructure and Identity Services Engine (ISE)

Benefits

As well as competitive pay scales, we offer generous holiday entitlement. We also offer opportunities for further salary progression based on performance, and the opportunity to join a contributory pension scheme.

We also offer the following facilities:

- Facilities include bookshop, coffee shop, market stalls, ATM, local shops within 5-minute walk.
- Free Uni bus for staff and students between University sites
- Coming soon Spring 2018 Self-service cycle hire scheme to be launched in Derby
- Volunteering for clearing and graduations
- Library - <https://www.derby.ac.uk/campus/library/>
- Join the Fitness suites - <https://www.derby.ac.uk/campus/sport/fitness-suite/>
- Multi Faith Centre <http://multifaithcentre.org/>
- Facilities - <https://www.derby.ac.uk/campus/facilities/>

For more information on the benefits of working at the University of Derby go to

<https://jobs.derby.ac.uk/display.aspx?id=1912&pid=0&tabId=230>