

Title Senior Network Engineer	Department Resources	Post Ref.
Job Purpose Installation, management, maintenance, support and security of allocated components within the network infrastructure. To maintain allocated network infrastructure components and ensure high availability, meeting agreed OLAs and SLAs. To maintain the network infrastructure, including preventive maintenance and the investigation and resolution of incidents and problems		
Key Responsibilities <ol style="list-style-type: none"> 1. To work and liaise with other operations teams and the wider technical community on design, implementation, and transition to the Production Environment 2. To work with partners to ensure that their network services are configured and maintained to support the levels of availability required 3. Coordinating activities of internal or contracted personnel or third parties who are providing services or performing work within the allocated platforms or services. 4. Actively manage & monitor the performance of allocated Voice or Data networks 5. To monitor Key Performance Indicators and Service Level Agreements to ensure that targets are being met, and the provision of performance and KPI statistics 6. Implementing changes, patches and upgrades in accordance with the Change Management process 7. Ensure that patching and system upgrades are undertaken to ensure PSN compliance for allocated components. 8. To ensure that systems are documented and kept current 9. Provides 2nd & 3rd line support for allocated network incidents and problems 	Key Accountabilities <ol style="list-style-type: none"> 1. Network support - Level 4 The provision of network maintenance and support services. Support may be provided both to users of the systems and to service delivery functions. Support typically takes the form of investigating and resolving problems and providing information about the systems. It may also include monitoring their performance. Problems may be resolved by providing advice or training to users about the network's functionality, correct operation or constraints, by devising work-arounds, correcting faults, or making general or site-specific modifications. 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 problems, collect performance statistics and create reports. 2. Network control and operation - Level 4 The day-to-day support, operation and control of all equipment within an IT network infrastructure. Includes data backup and restore, 	

<p>10. Works and liaise with other operations teams and the wider technical community in order to diagnose and fix service affecting issues.</p> <p>11. Supporting project delivery within SLAs and managing customer communication around planned or unplanned maintenance of allocated platforms/ services</p> <p>12. Provision of out of hours and weekend support as required.</p>	<p>production of network performance statistics, provision of network diagnostic information and site surveys.</p> <p>Uses network management tools to determine network load and performance statistics. Creates reports and proposals for improvement. Checks that problems are managed in accordance with agreed standards and procedures. Contributes to the investigation and diagnosis of network problems, working with users, other staff and suppliers as appropriate. Implements agreed network changes and maintenance routines.</p> <p>3. Uses network management systems software and appropriate analysis equipment to collect routine network load statistics, model performance, and create reports, including proposals for improvement.</p> <p>4. Analyses site survey reports and contributes to specifications of requirements and plans for installation and commissioning of hardware and software.</p> <p>5. Uses network management systems software to create ad-hoc network models and complex network statistical analyses.</p> <p>6. Investigates and diagnoses complex network problems, working with users, other staff and suppliers as appropriate. Resolves such problems, co-operating with the capacity management function, to maintain overall network performance.</p> <p>7. Contributes to selection of standard procedures and tools, and carries out defined tasks associated with the planning, installation, upgrade, operation, control and maintenance of local and wide area networks for communication of data, voice, text or images.</p>
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| | <ol style="list-style-type: none">8. Supervises operators at a help desk and/or call handling centre. Responds to enquiries by users, specialists or others and deals effectively with a broad range of problems of moderate complexity, only escalating those needing specialist or management attention.9. Gathers and records service level information. Produces statistics for use in measuring key performance indicators (KPIs).10. Ensures that documentation of the supported systems and software is available and in an appropriate form for those receiving calls. Ensures log entries of user contacts provide sufficient information for the resolution of subsequent faults and problems.11. Uses network management systems tools to determine network load and model performance statistics. Creates reports and proposals for improvement.12. Checks records to ensure that problems are managed in accordance with agreed standards and procedures. Ensures adherence to escalation procedures. Responds to escalated, complex and high impact problems in a timely fashion.13. Investigates and diagnoses complex network problems, working with users, other staff and suppliers as appropriate. Resolves such problems, co-operating with the Management and operations Skill, to maintain overall network performance.14. As directed, implements network changes and maintenance routines, utilising the appropriate tools and test equipment. |
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The post holder will perform any duty or task that is appropriate for the role described

Tier 7 – Experienced / Professional Staff

Person Specification**Education and Knowledge**

1. Probably educated to at least GCE A level, SQA Highers or equivalent standard.
2. Understands the communications technology in common use within the employing organisation and has a practical knowledge of communications systems support tools. Competently handles contacts with customers, other staff and suppliers.
3. Has broad understanding of Information Systems concepts and practice, particularly those in common use within employing organisation, and a detailed knowledge of communications concepts and applications. Demonstrates above average inter-personal skills in handling contacts with users, other staff and suppliers.

Experience

1. Has achieved proficiency in the Task of Network control & operations - Level 3 or at Level 3 in a related Service provision Skill.
2. Has achieved proficiency in the Task of Network support - Level 3.

Personal skills and general competencies

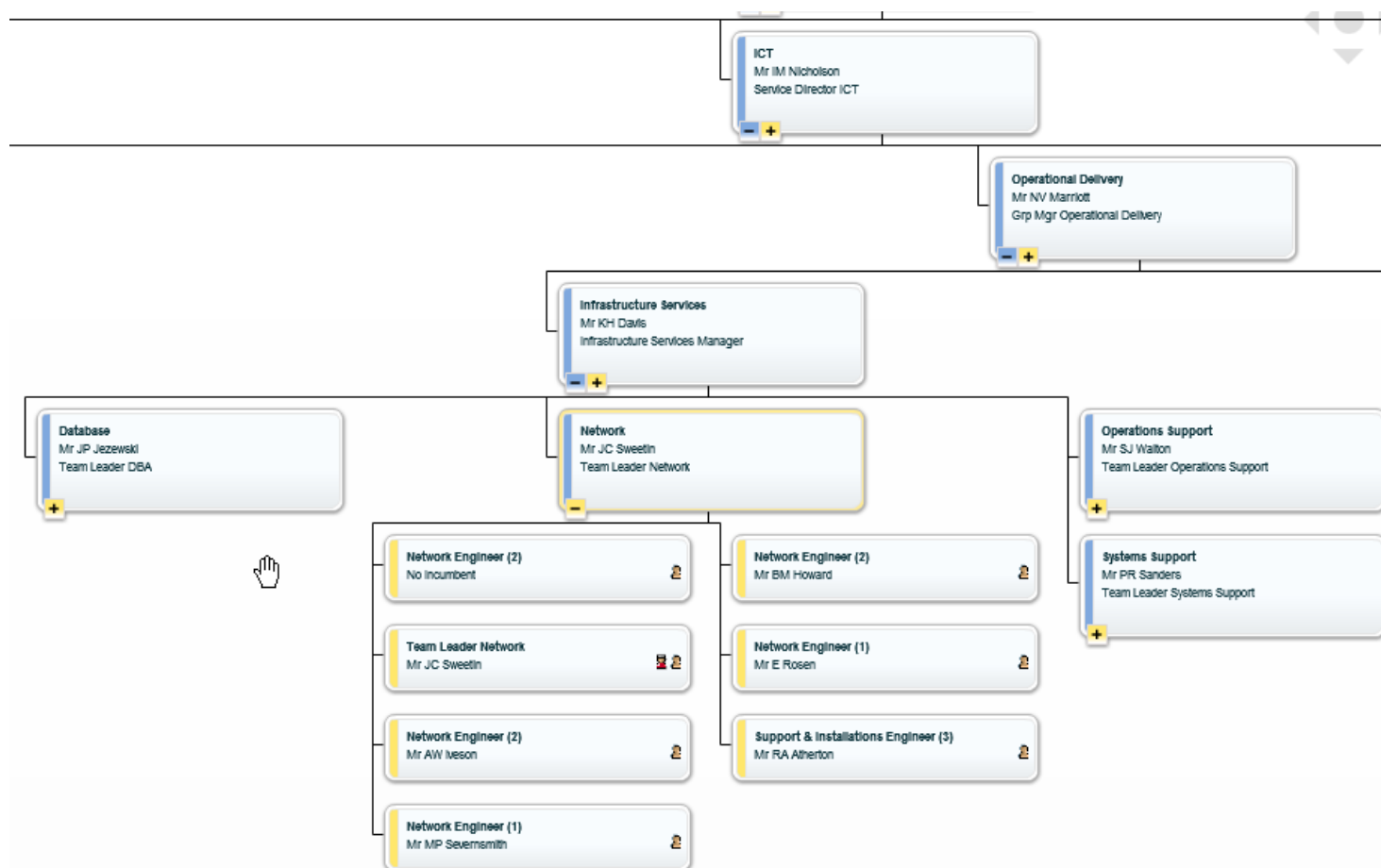
1. A high level of personal drive and commitment to excellent customer care and the ability to set an example for other staff
2. Strong interpersonal skills to gain the agreement and acceptance of others including colleagues, senior managers and customers.
3. Ability to make decisions and solve problems to meet operational targets, involving devising solutions and prioritising the resources available
4. Ability to meet agreed objectives and delivery targets by the effective use of resources.
5. Behavioural Skills
 - a. Analytical Thinking.
Acquiring understanding of a problem or situation by breaking it down systematically into its component parts and identifying the relationships between these parts.
 - b. Information Acquisition.
Identifying gaps in the available information required to understand a problem or situation and devising means of remedying such gaps.
 - c. Initiative
Being proactive, taking action and anticipating opportunities.
 - d. Interacting with People
Establishing relationships and maintaining contacts with people from a wide variety of backgrounds.
6. Technical Knowledge and Skills

	<ul style="list-style-type: none"> a. Proficient in Operating Infrastructure. Knowledge of the IT infrastructure (hardware, databases, operating systems, local area networks etc) used within own organisation. b. Proficient in Networking Protocols. Rules for the inter-operation of networking components. Examples: TCP/IP, Q931, DASS, QSIG, xDSL. c. Familiar with Corporate, Industry and Professional Standards. Standards associated with the practitioner's current Role. Examples: safety standards, departmental programming standards, organisational network performance standards, help desk procedures, corporate quality and change management processes, IT Infrastructure Library, TickIT. d. Familiar with Database Software. Software which enables the user to create, populate and manipulate data structures. Examples: Access, SQL Server, DB2, Oracle, Informix, Sybase. e. Familiar with Network Traffic Analysis. Methods and techniques for the capture of traffic information and the analysis of this information into its constituent elements. f. Familiar with Networking and Communications. The planning and management of the interaction between two or more networking systems, computers or other "intelligent" devices. Examples: ISDN, ATM, Ethernet, TCP/IP. g. Familiar with Own Organisation's Products and Services. The products and/or services supplied to customers by own organisation. Examples: Maintenance of infrastructure, maintenance of applications, system development, software product. h. Familiar with Third Party Products and Services The products and/or services supplied to own organisation by external suppliers. Examples:
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- Maintenance of IT infrastructure, maintenance of IT applications, internet connectivity services, system development, software product.
7. Other Knowledge and Skills
 - a. Proficient in Customer Service Techniques.
Techniques for ensuring that full account is taken of customers' real and stated needs in the delivery of products and services.
 - b. Proficient in Function or Department Operation.
The activities, structure, and position in the organisation of the functions or departments for which services are provided. Examples: sales, engineering, marketing, production.
 - c. Proficient in Network Data Gathering Techniques.
The selection, implementation and application of network data gathering methods, tools and techniques which are appropriate to the information required and the sources available. Examples: network management and monitoring, performance measurement, statistical analysis.
 - d. Proficient in Service Level Agreements.
The purpose and composition of a service level agreement (SLA); the relationship between an SLA and a contract for the supply of services.
 - e. Familiar with Desktop Software.
The use of everyday desktop software. Examples: word processing, spreadsheets, graphics.
 - f. Familiar with Operations Management
Methods, techniques and tools for planning, organising, resourcing, directing, co-ordinating and monitoring ongoing (non project) activities.
 - g. Familiar with Problem Management Tools
The use of proprietary tools for the recording, progressing and reporting of incidents.
 - h. Familiar with Report Writing Techniques.
Methods and techniques for writing effective reports.
 - i. Aware of Information Capture Techniques

The selection and application of information gathering methods, tools and techniques which are appropriate to the information required and the sources available. Examples: contextual enquiries, focus groups, structured interviews, questionnaires, observation, statistical analysis.

Role Dimensions



1. No financial responsibility
2. No direct reports

Please attach a structure chart

Date

Tier 7 – Experienced / Professional Staff