

Be Bold, Make a Difference, Show you Care

|  |
| --- |
| JOB ROLE PROFILE AND PERSON SPECIFICATION |

Post Title and Number: Network Engineer

Present Grade: PO1 Dept: Resources

Service/Section/Team: Digital Services / Operations

Reports to (title): Network Lead

|  |
| --- |
| Purpose of the Role: |

1. To deliver day to day operational service delivery of specific Council infrastructure

Network or applications with or without the guidance and/or supervision of a more senior member of staff.

1. The post holder works under broad direction (work is often self-initiated), influences organisation, customers, suppliers, partners and peers on the contribution of own specialism, performs an extensive range and variety of complex technical and/or professional work activities, and advises on the available standards, methods, tools and applications.
2. The demands of this role the demands of this role involve managing several competing activities, with clear deadlines, on a regular basis, with a range of complexities, predominantly operational, including decisions that could impact the delivery of the service to one or more services within the Council. This service may be provided 24 x 7 x 365. As such, there may be times when the post holder is required to be available out of hours, including weekends.

|  |
| --- |
| Dimensions including Structure Chart: |

1. Annual budgetary amounts with which the role is either directly or indirectly concerned: This will vary depending on the Digital Services priorities and responsibilities of the role as this evolves.
2. Structure Chart:



1. Number of direct reports: No direct reports. Leading as part of project teams as required
2. Nature of reporting relationship between post holder and line manager. Reporting to the Network Lead
3. Any other relevant statistics See Purpose of the Role and Key Accountabilities sections for details.

|  |
| --- |
| Key Accountabilities: |

|  |
| --- |
| **Accountabilities** |
| 1. Support the relationship between the business and Digital Services in a transparent way
2. Liaise directly with all business departments and develop relationships, to support delivery council business outcomes are reflected in Digital Services objectives
3. Work with Service Managers and Functional Leads to ensure delivery of all services
4. Accountable for operational Network Service Delivery across Digital Services and the rest of the organisation to ensure Enfield Council needs are met.
5. Act as escalation point to for the service.
6. Responsible for service operation processes as per agreed governance and operational activities in conjunction with other Digital Services functions, including the delivery of:
7. Event Management (monitoring)
8. Telephony
9. Threat management
10. PSN accreditation
11. Data circuits management
12. Internet access
13. Network management
14. Technical Architecture
15. Knowledge Management
16. Incident Management
17. Problem Management
18. Request fulfilment
19. Support continuous review of operational and performance insight, trend analysis and develop a coherent view of process, supplier and organisational performance across Digital Services
20. Support the Service Level Management Process, proposing options for changes according to needs identified by the Service Delivery Managers.
21. Change authority for Digital Network related systems, may also have delegated authority for approval of changes for other domains
22. Support the Service Level Management Process, working to agreed service levels, proposing options for changes based on needs identified by the Service Delivery Managers.
23. Support the Change process for the functional area. May also have delegated responsibility for change for other functional areas.
24. Support control of the lifecycle of relevant service changes, enabling beneficial changes to be made with minimum disruption to the Digital Services
25. Control the lifecycle of Digital Network service changes, enabling beneficial changes to be made with minimum disruption to the Digital Services
26. Be the Council’s expert in the business use of the Department’s Network Systems, taking the initiative to keep skills up to date and to maintain an awareness of developments in the ICT industry
27. Liaise between the Department and the Delivery Management and Programme delivery teams, ensuring the business of the Department(s) is supported by the Council’s network and voice solutions and address/escalate concerns on non-delivery or poor performance of projects or systems through the relevant team managers
28. Ensure that the consistent delivery of solutions and services meet the quality requirements of the organisation and satisfy stakeholder’s needs
29. Any other duties reasonably requested by management
30. Carry out all accountabilities in compliance with the Council’s Policies and Procedures
 |

|  |
| --- |
| Key Relationships (Internal and External): |

* Heads of Service across the organisation
* Digital Services Senior Management Team across the Council
* Transformation Team, Corporate Strategy, Data and Performance Teams
* The Leader and Cabinet Members of the Council
* Trade Unions
* Partner organisations

|  |
| --- |
| Equality and Diversity: |

The Council has a strong commitment to achieving equality in its service to the community and the employment of people and expects all employees to understand, comply with and promote its policies in their own work.

|  |
| --- |
| Health and Safety: |

The post holder shall ensure that the duties of the post are undertaken with due regard to the Council’s Health and Safety Policy and to their personal responsibilities under the provisions of the Health and Safety at work Act 1974 and all other relevant subordinate legislation.

For a more detailed definition of these responsibilities, refer to the current versions of the Corporate Health& Safety Policy, Group Safety Policy and employee information leaflet entitled "Health & Safety Policy; Guidance on Staff Health & Safety Responsibilities".

#### Corporate Health and Safety Responsibilities

All employees have personal responsibilities to take reasonable care for the health and safety of themselves and others. This means:

1. Understanding the hazards in the work they undertake;

2. Following safety rules and procedures;

3. Using work equipment, personal protective equipment, substances, and safety devices correctly; and

4. Working in accordance with the training provided and only undertaking tasks where appropriate training has been received.

Employees shall co-operate with the Council by allowing it to comply with its duties towards them. This requires employees to:

* take part in safety training and risk assessments and suggest ways of reducing risks; and
* take part in emergency evacuation exercises.

Employees shall report all accidents, ‘near miss’ incidents and work-related ill health conditions to their manager/supervisor/team leader.

Employees shall read the Corporate Health & Safety – Organisation Part B Policy to ascertain and understand their responsibilities as an employee, line manager, Assistant Director or Director of the Council.

|  |
| --- |
| Information Security: |

In order to protect the confidentiality, integrity and availability of Council information, including information provided by customers, partner organisations, and other third parties, where applicable, employees will comply with the Council’s Information Security Policy.

|  |
| --- |
| Statement of Commitment to Safeguarding of Children and Vulnerable Adults through safer employment practice: |

Enfield Council is committed to safeguarding and promoting the welfare of children and vulnerable adults. Safe recruitment of staff is central to this commitment, and the Council will ensure that its recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to children, young people and vulnerable adults. All staff employed to work with or on behalf of children and young people in the Council must be competent.

All staff working with Children & Vulnerable Adults should be aware of and share the commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults when applying for posts at Enfield Council.

|  |
| --- |
| PERSON SPECIFICATION |

**Job Title: Network Engineer Grade: PO1**

**Department: Resources / Digital Services Team: Operations**

|  |  |
| --- | --- |
| **KNOWLEDGE, SKILLS & ABILITIES**  | **HOW TESTED**Application – ATest – TInterview – I  |
| **Job Specifics – Skills, Experience, Knowledge, Behaviours****Essential:**1. Experience (at least 2 years) of delivering service support for one or more specialisations from the section “Essential Knowledge”
2. A least one ICT technical qualification, certification i.e. CCNA
3. Demonstrable experience of working within a network team or as an individual.
4. Good English literacy (written, and verbal for customer facing roles) and numeracy skills
5. Relevant knowledge/experience for equipment used e.g. Cisco, Juniper, Fortinet, Azure, MS Teams, Line of Site, SolarWinds Orion, Aruba, Service Now.
6. Driving Licence
7. Ability to work out of hours (evenings and weekends) where necessary.
8. Experience of managing the Radius AAA environment or similar
9. Management of config and archiving systems
10. Good understanding of VPN configuration, management and troubleshooting
11. Demonstrate experience of multi-site networks with complex configurations
12. Experience of patching Cisco switches / firewalls
13. Demonstrable experience managing firewall rule change requests, able to quickly determine impact of changes on a production estate.
14. Demonstrable experience working with vulnerability scanning tools such as Nessus in a production environment.
15. IP range management across a large estate of IP enabled devices
16. Documenting network topologies and configurations as well as standard operating procedures and contributing to policy formulation.
17. Understanding of VPN configuration, management and troubleshooting
18. Experience of multi-site networks with complex configurations

**Desirable:**1. ITIL foundation, or equivalent training and/or certification
2. Good working knowledge of using MS-365 software (Word, Excel, Outlook)
3. Higher education / college or equivalent
4. Fortinet – firewalls, FortiManager, FortiAnalyzer, Juniper Firewalls
5. Orion Application Performance Monitor
6. Orion IP Address Manager
7. Orion Network Configuration Manager
8. Orion Network Performance Monitor
9. Aruba Wireless
10. Microsoft Azure Networking – Load Balancers
11. Cisco WLAN, ISE, DNA-Centre
12. SolarWinds management, configuration and report generation
13. Experience managing firewall rule change requests, able to quickly determine impact of changes on a production estate.
14. Network topologies and configurations as well as standard operating procedures and contributing to policy formulation
 | **A/I/T** |
| **Behaviours**Appropriate behaviours are key to the delivery of our vision for Enfield. We want staff who will work collaboratively, flexibly and constructively, and exhibit this ethos in all their dealings with residents, colleagues and partners. Our leaders will be exemplars of the following behaviours and encourage them in staff at all levels;  **Takes Responsibility** We want staff who are willing to make decisions and be accountable for them. Staff should have a positive can-do attitude where they see problems as challenges which can be overcome. They should accept responsibility for service delivery, be clear about their service offer and deliver what they promise.**Is Open, Honest and Respectful**We want staff who are comfortable and confident to acknowledge the difficulties and the barriers they face. They should also be able to constructively challenge the way things are done where there is evidence that it impedes service delivery. Challenge should be conducted in a professional, courteous manner with the aim of reaching a mutually agreeable resolution.**Actively Listening and Learning** We want staff who are prepared to actively listen and reflect on customer concerns with a view to understanding the customer’s point of view. Staff should be able to receive constructive criticism and be prepared to adapt the way they operate and deliver services where appropriate.**Working Together to find solutions**We want staff who can work collaboratively with other departments and partners, freely sharing their knowledge and skills to identify solutions to address customer concerns. **Candidates: Please ensure you address these behaviours in your responses to the essential and desirable (if applicable) criteria above.** | **A/I/T** |
| **Competencies:****Candidates: Please ensure you address these competencies in your responses to the essential and desirable (if applicable criteria above).**1. Customer focus
2. Resilience
3. Giving support
4. Investigating issues
5. Deliver Results
 | **A/I/T** |
| **Qualifications & Professional registration criteria****Candidates: Please ensure you address these qualifications in your responses to the essential criteria, you will be expected to meet these requirements of the role and they will be explored with you at interview.**1. Current CCNA certification
2. Working towards CCNP or higher
3. ITIL foundation, or equivalent training and/or certification
 | **A/I** |
| **Special requirements****Candidates: Please note you will be expected to meet these requirements of the role and they will be explored with you at interview.**1. Availability to work out of hours, including weekends
2. Availability to provide on call service
3. Clean Driving Licence (Manual Licence)
 | **A/I** |