IT and Digital Directorate

Job Title: Network Specialist

Grade: 6

Responsible to: Platform and Infrastructure Manager

Context of the Network Specialist

Our Vision is: *"Exceptional environments that enable talented and creative minds to grow"*

Falmouth Exeter Plus manages and delivers services at Falmouth, Penryn and Truro Campuses on behalf of Falmouth University and the University of Exeter. Working with the Falmouth & Exeter Students' Union (FXU) and the wider, universities partnership, we support Higher Education learning and living and ensure that the interests of all campus users are at the heart of everything we do.

In support of that vision, the IT & Digital mission is to *"Drive Innovation and Deliver Trusted Technology"*. As a Directorate we continually strive to do this through the provision of a wide range of IT and Digital Services to our customers. We support over 10,000 users with over 20,000 connected devices across Cornwall and the world.

Working as a strategic partner to our customers we provide a source of challenge and innovation bringing positive digital disruption to; learning, teaching and research in support our customers missions in Cornwall.

The Service Delivery Section of the IT & Digital Directorate comprises of three operational teams:

- A Service Desk team is responsible for supporting our customers from the first point of contact, striving to resolve incidents and service requests as quickly and efficiently as possible. The team ensures that all calls are categorised and triaged effectively and manages any hand over to other support teams while maintaining clear communications to the customer.
- The End-User Devices team is responsible for the design, build, deployment and support of all end user devices such as; laptops, desktops and audio-visual equipment, the team are also responsible for; packaging, deployment and support of software solutions used on the end user devices.
- Our Platform and Infrastructure team design, build and maintain core infrastructure technologies such as local and wide area network (including Wi-Fi), server-based compute and storage (both on premises and Cloud), corporate telephony and services such as email and anti-virus.

FX Plus IT & Digital Directorate operates, maintains and develops a complex and diverse technical eco-system through a combination of its in-house teams and strategic partnerships with world leading technology companies. We also work closely with the technology partners of both Falmouth University and the University of Exeter. Our Enterprise class network and unified communications platform provides connectivity services to over 20,000 devices across both the wired and wireless network. Supporting and maintaining over 260 virtual servers and over 330TB of storage on premise; we are actively migrating to cloud-based technologies to improve flexibility and resilience of our services while transforming collaboration capabilities.

Overall purpose of the Network Specialist

This Specialist role leads on designing, building, deploying and maintaining a resilient network infrastructure. To achieve this, the role works across the Service Delivery Section to create a secure, robust and documented environment which meets and exceeds the customers' requirements now, and for the foreseeable future.

The role also provides the specialist guidance, training and assistance to other team members in supporting the implemented hardware, software and its users.

Although focused on Network, the role holder is required to consider and work across the platform technologies for which the Platform and Infrastructure team is also responsible.

Main Duties

- Lead on the design of secure technical solutions within the roles specialism, defining product roadmaps and standards, aligning to the Technical Lifecycle Policy
- With other specialists, act as the Technical Design Authority representing the technologies applicable to the role
- Build and test technology solutions, based on an approved design, ensuring it is secure, fit-for-purpose, fully documented and communicated.
- Plan the deployment and operational support of tested technology solutions in accordance within change and release management processes
- Troubleshoot complex technical problems and incidents, assessing their impact on technical designs, creating workarounds, fixes and redesigns, as required, to maintain a stable environment
- Maintain effective security of the on-premise controlled environments (Data Centres, Comms Rooms) escalation issues where appropriate
- Establish, document and test patching and maintenance processes and procedures, ensuring that team members are fully trained and supported through their application
- Ensure that capacity and availability within services are monitored and maintained and that the technologies within the scope of the role continues to operate within design parameters
- Attend the Change Advisory Board as a representative for your technical area, providing advice and guidance on minimising the impact of change
- Define, document and communicate Product Lifecycle Roadmaps for all technologies applicable to your team. Liaise with other product lifecycle owners to ensure consistency, compliance and compatibility
- Commissions, advises and approves technical articles for publication and use in building knowledgebase
- Assist other team members in the resolution of complex incidents which relate to the role's specialism
- Monitors a team's support queues ensuring that incidents and service requests are progressing sufficiently to meet and exceed the Operational and Service Level Agreements
- Contribute to the future architectural standards across the areas of technical responsibility and participates in the delivery of aligned technical projects.
- Develop and test the business continuity and disaster recovery plans for the technologies supported by the role, ensuring the underpinning activities (e.g. backups) continually meet the requirements of the plans
- Co-ordinate a team of resources to respond to a Major Incident, reporting progress to the Incident Manager
- Identify end-user training requirements, creating supporting materials which will ensure that user adoption is smooth and early life support is minimised
- Be prepared to work irregular hours and be on-call as a part of the departmental out of hours rota, as required.

General Duties

- Contributes to delivering an IT and Digital service to fit the needs of a Higher Educational Institution with due respect to the diverse nature of the learning environment and national initiatives.
- Is vigilant with regards to digital security and leads by example by understanding the threats, identifying vulnerabilities and reporting anything which could damage the reputation and systems of the universities.
- Maintains good records, documenting actions in appropriate systems.
- Embraces the principles and concepts of the frameworks and standards adopted by IT & Digital. These include ITIL, PRINCE2, MoP and ISO20000.
- Delivers a level of customer service which meets and exceeds the expected standards. Ensures all people are dealt with efficiently and with appropriate regard to their needs.
- Undertakes reasonable duties which contribute to the success of the directorate and FX Plus as a whole.
- Agrees personal and team objectives and works to achieve them, developing individually and collectively.
- Actively participates in required organisational processes, courses and activities, constantly maintaining the required conduct.
- Support and contribute to keeping FX Plus, Falmouth University and the University of Exeter compliant with all legislation and adopted standards. Specific attention should be given to Health and Safety, Equality, Diversity and Safeguarding.

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Skills required for the role

IT and Digital roles at FX Plus have been mapped to the industry good practice Skills Framework for the Information Age Version 6 (SFIA). For more information see http://www.sfia-online.org/en.

Skill (Level)	Skill Description	How we may assess
Technical specialism (Level 5)	Maintains an in-depth knowledge of specific specialisms and provides expert advice regarding their application. Can supervise specialist consultancy. The specialism can be any aspect of information or communication technology, technique, method, product or application area.	Application; Interview; Assessment
Emerging technology monitoring (Level 5)	Monitors the market to gain knowledge and understanding of currently emerging technologies. Identifies new and emerging hardware and software technologies and products based on own area of expertise, assesses their relevance and potential value to the organisation, contributes to briefings of staff and management.	Application; Interview; Assessment
Network planning (Level 5)	Creates and maintains network plans for own area of responsibility, contributes to setting service level agreements, and plans the infrastructure necessary to provide the network services to meet such agreements.	Application; Interview; Assessment
Systems design (Level 4)	Recommends/designs structures and tools for systems which meet business needs and takes into account target environment, performance security requirements and existing systems. Delivers technical visualisation of proposed applications for approval by customer and execution by system developers. Translates logical designs into physical designs and produces detailed design documentation. Maps work to user specification and removes errors and deviations from specification to achieve user-friendly processes.	Application; Interview; Assessment
Network design (Level 6)	Takes responsibility for major aspects of network specification and design within the organisation. Produces network design policies, philosophies and criteria covering connectivity, capacity, interfacing, security, resilience, recovery, access and remote access.	Application; Interview; Assessment
Systems installation/de-commissioning (Level 5)	Takes responsibility for installation projects, providing effective team leadership, including information flow to and from the customer during project work. Develops and implements quality plans and method statements. Monitors the effectiveness of installations and ensures that appropriate recommendations for change are made.	Application; Interview; Assessment
Availability management (Level 4)	Contributes to the availability management process and its operation and performs defined availability management tasks. Analyses service and component availability, reliability, maintainability and serviceability. Ensures that services and components meet and continue to meet all of their agreed performance targets and service levels. Implements arrangements for disaster recovery and documents recovery procedures. Conducts testing of recovery procedures.	Application; Interview; Assessment
Change management (Level 4)	Assesses, analyses, develops, documents and implements changes based on requests for change.	Application; Interview; Assessment

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Skill (Level)	Skill Description	How we may assess
System software (Level 5)	Evaluates new system software, reviews system software updates and identifies those that merit action. Ensures that system software is tailored to facilitate the achievement of service objectives. Plans the installation and testing of new versions of system software. Investigates and coordinates the resolution of potential and actual service problems. Ensures that operational documentation for system software is fit for purpose and current. Advises on the correct and effective use of system software.	Application; Interview; Assessment
Security administration (Level 5)	Monitors the application and compliance of security administration procedures and reviews information systems for actual or potential breaches in security. Ensures that all identified breaches in security are promptly and thoroughly investigated and that any system changes required to maintain security are implemented. Ensures that security records are accurate and complete and that request for support are dealt with according to set standards and procedures. Contributes to the creation and maintenance of policy, standards, procedures and documentation for security.	Application; Interview; Assessment
Network support (Level 5)	Drafts and maintains procedures and documentation for network support. Makes a significant contribution to the investigation, diagnosis and resolution of network problems. Ensures that all requests for support are dealt with according to set standards and procedures.	Application; Interview; Assessment
Problem management (Level 4)	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.	Application; Interview; Assessment

Person Specification

Importance	Personal attribute description	How we may assess
Qualifications & Certifications		
Essential	A Higher Educational qualification in an applicable subject or equivalent relevant experience	Application
Essential	Cisco certification, including CCNP, in a role-appropriate subject (or equivalent)	Application; Interview
Desirable	ITIL® Foundation certification	Application; Interview
Desirable	Formal expert certifications from Microsoft in a role-appropriate subject	Application; Interview
Desirable	ITIL® Lifecycle or Capability modules certification	Application; Interview

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Importance	Personal attribute description	How we may assess
Desirable	Formal Foundation Project Management certification (or equivalent, provable experience)	Application
Knowledge, Experience and Skills		
Essential	Experience of working in a technical support environment, exhibiting an appropriate breadth and depth of technical knowledge	Application
Essential	Extensive experience of network technology such as TCP/IP, IP addressing and network hardware	Application; Interview
Essential	Significant experience supporting and maintaining a wide range of technologies relevant to this role	Application
Essential	Experience in providing IT Support	Application
Essential	Detailed understanding of IT and digital systems and their vulnerabilities	Interview; Assessment
Essential	Good verbal and written communication skills, being able to converse with technical and non-technical individuals	Interview; Probation
Essential	Ability to work effectively with a range of different stakeholders, internally and externally	Reference; Probation
Essential	Significant experience of drafting, reviewing and editing technical documentation and policies	Application
Desirable	Experience of enterprise platform technologies, such as physical and virtual servers, storage networks, authentication and cloud service	Application; Interview
Desirable	Experience of being part of an IT function in a medium to large organisation	Application
Desirable	Understanding of ideas and principles underpinning Service Knowledge Management Systems (SKMS)	Interview; Assessment
Desirable	Experience as an advisory or technical resource to a project	Application
Personal Behaviours		
Essential	Respectful: Thinks of others before speaking or acting. Treats all persons equitably, fairly and justly, exhibiting good manners. Modifies style to fit the audience, interpreting difficult subjects to be understood by all.	Application; Interview; Probation
Essential	Cooperative: Develops and maintains good working relationships across the organisation and beyond. Approachable, good-natured, and easy to talk to, using various methods and tools to communicate effectively. Helps others to do or believe something, regardless of their level in the organisation.	Probation

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Importance	Personal attribute description	How we may assess
Essential	Flexible: Creatively identifies and creates better ways of working. Thrives in an environment of change, being adaptable and open to; ideas, advice and guidance. Blends creative, problem-solving, and technical skills to develop new approaches. Seeks new opportunities both personally and organisationally.	Interview; Probation
Essential	Quality-focused: Strives for continuous personal and professional development. Always considers how to improve things. Confident in challenging existing work practices and driving improvement. Takes the time to do things right being thorough and following policy, process and procedure.	Application; Interview; Probation
Essential	Honest: Open and truthful whilst respecting confidentiality. Remains composed under pressure, using clear and sound reasoning to justify actions. Provides clear, calm and useful feedback to all levels of the organisation.	Interview; Probation
Essential	Organised: Deals with workload efficiently. Confidently plans, delegates and delivers what is required, using available resources effectively. Maintains good records, complying with established systems and processes.	Application; Probation

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