Network Engineering Lead

Department: Chief Operating Office

Division: Modernisation and Digital

Reports to: Network and Security Manager

JE Reference: COO1040

Grade: CS11   **JE Date:**   20/12/2021

Job purpose

The Network Engineering Lead acts as a Subject Matter Expert across networks. Pro-actively coordinaing and managing the installation, maintenance, development and support of network infrastructure (including data, voice, and video conferencing technologies) across the organisationmanaging a teamm of Network Technicians to ensure that all systems operate with a focus on customer-based delivery.

Job specific outcomes

- Reponsible for managing the team of Network Technicians, including accountability to ensue delivery of productive outcomes tied to defined KPIs

- Lead the maintenance of IT networking, including hardware deployment, structured cabling installation, routine upgrades and upgrade planning to ensure that all business systems are available as required by the organisation

- Oversee and participate in the execution of upgrades to IT Routers (including network core), switches and other appliances, expanding or enhancing capacity to support the business to ensure that all business systems are available as required by the organisation

- Responsible for ensureing that any new network equipment before it is added to the network is commissioned to ensure its compatibility and compliance with organisational standards

- Responsible for the provision of network admin functions across organisation to maximise system up-time to ensure service availability

- Responsible for the allocation and administration of IP addresses to mitigate against organisational risk.

- Responsible for the development and executon of network management activities to support the availability and performance of the organisation's datacentres and communications uplinks (to internet, cloud services and third-parties) ensuring that

required levels of service for end users to access the required business systems are in place.
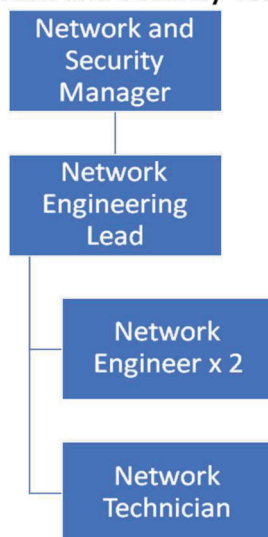
- Pro-actively monitor incidents, requests for services and project work to ensure that work follows agreed process and is progressed in line with targets

- Overall responsibility for day-to-day management of network infrastructure, including monitoring, proactive diagnostics, anticipating potential breakdowns – to identify and resolve root cause of problems optimising operational performance.

Statutory responsibilities

Active engagement, participation, and compliance with other statutory responsibilities applicable to the role, as amended from time to time

Organisation chart

Network and Security Team

```
Network and
Security
Manager
     |
Network
Engineering
Lead
     |
     +--- Network
          Engineer x 2
     |
     +--- Network
          Technician
```

Person Specification

Specific to the role		
ATTRIBUTES	**ESSENTIAL**	**DESIRABLE**
Qualifications	Educated to degree in a subject with a high degree of analytical or numerical content, or demonstrate such a level of equivalent qualifications and experience ITIL Foundation Certificate Industry recognised professional qualifications such as HP ASE, Network+, CCNA.Foundation PRI. Certified in IP networking to suitable industry standard.	
Knowledge	Significant experience in network administration and management. Proficient knowledge of appropriate regulation and statutory requirements impacting compliance testing. Excellent judgement and the ability to make sound proposals and decisions as well as project management skills are essential.	
Technical / Work-based Skills	Technical experience around Routing, Switching and Firewalling	
General Skills/Attributes	Strong customer services skills, able to gain rapport quickly and build effective and trusting working relationships with our customers. Postholder will promote a mentoring mentality within the team and technical risk assessment skills, apply appropriate caution and discipline. Good change management and technical risk assessment skills. Strong communication skills both written and verbal. Deliver the ability to communicate to both your team and your customers. Team player that works with and communicates well within and across our technical teams, actively prompting respect for colleagues, sharing of skills and information and building trust amongst teams. Excellent time management skills, especially working under pressure with tight deadlines. Good organisational skills and be able to schedule their work under conflicting demands. Capable of applying strong analytical skills to their Role.	
Experience	Experience in a similar role providing network technician services	

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 5 core accountabilities attributes and behaviour indicators.

The standards relevant to this tier, identified in the Government of Jersey core accountabilities, attributes, and behaviour indicators, are to be attached in a separate document.