Job Description

Purpose

This role is a critical member of the IT Services and Operations wider team working within the Dev Ops team. This specific role is the Senior Network Engineer, whose primary responsibility is for all networks across the University.

The role is to reduce complexity, supporting innovation, and provide continual improvement.

Responsible for contributing to the University's user facing IT services in order to deliver a modern, frictionless, secure and intuitive user experience.

Working in close collaboration with the wider IT team, provide technical expertise and mentorship around all aspects of the University's network delivering a series of programmes and projects to ensure that systems are future proofed, applying appropriate governance, procurement and service management procedures, whilst maintaining regulatory, legal and professional standards.

The role holder will be key to ensuring the successful implementation of the University strategy for information and technology, supporting and providing modern, scalable and secure integrated platforms to support University business, including blended on-campus and online learning and teaching, research, administration, estate operations and commercial activity.

Duties

1. Provides a positive, supportive, technical expert point of contact for the Network engineers. Thus, contributing to a skilled, highly performing team to deliver effective and efficient services, utilising modern processes to enable continuous performance improvement. Work collaboratively with team members of all levels to support the delivery of an optimal IT estate for the University.
2. Support the development and implementation of the university's technology vision and roadmap in collaboration with relevant stakeholders.
3. Technical expert for the Delivery, Administration and Support of the University network estate at both layer 2 and layer 3.
   This includes but not limited to core networking disciplines such as:
   - Wide Area Networking
   - Network Routing Protocols – OSPF, BGP
   - Data Centre Network Architecture – Spine/Leaf Fabric, EVPN, BGP
   - Virtual Private Networks (VPNs) and Network Security Infrastructure – e.g. IKEv2, NGFWs
4. Administers and supports the network in a manner to deliver mobile device management (MDM) and bring your own device (BYOD) facilities, working to ensure they delivered from a user experience, sustainability and also a security perspective, and that the security of IT systems is embedded. The investigation of unauthorised

access and compliance with relevant legislation. Liaise with the IT Security team as required.

5. Work with colleagues within the wider Dev Ops team and appropriate strategic partners in order to deliver appropriate network access controls – ensuring the University and its stakeholders are operating in a compliant, secure manner.

6. Work in conjunction with strategic partners to deliver and maintain appropriate monitoring and alerting solutions for the University across all networks.

7. Assist with the design and implementation where appropriate of additions/changes to network infrastructure which the University requires to add to / improve its teaching and learning capability.

8. Professionally represent LIS and collaborate with senior internal and external stakeholders to influence and steer the investments in network infrastructure in support of the information & technology strategy contributing to relevant business cases.

9. Cooperate with colleagues across LIS to ensure knowledge, skills and resources are shared across the teams in support of strategic priorities, serving as a subject matter expert. With particular reference to Dev Ops principles such as Identity, Operations and Automation.

10. Working with IT Security Management and the wider University to embed security and continuity practices into the IT estate, (on-premises and cloud). This will include but not limited to the authorisation and monitoring of access to IT facilities or infrastructure, the investigation of unauthorised access and compliance with relevant legislation. This would be carried out with the IT Security Management team. These security practices and regulation include but not limited to ISO 27001, ISO 22301, PCI DSS, GDPR, NIST 800-53.

11. Lead responses to incidents where appropriate. Drive the adoption of (and commitment towards) service improvements through a considered and structured approach to continuous improvement which also measures impact and shares results.

12. Aide the response to external FOI requests, audits, cyber certifications such as Cyber Essentials Plus, ISO 27001 and other similar requests.

13. Lead and contribute to stand-ups, team meetings and other relevant forums as and where required.

14. Demonstrate flexibility and commitment to the University strategic and development plans.

15. Staff may be required, from time to time and on an ad hoc basis, to work additional hours and/or hours outside of their normal working pattern to meet the needs of the business including provide emergency response out of hours.

16. To observe, monitor and comply with all relevant University policies and procedures in the performance of duties, particularly in relation to System and Information Security.

17. Undertake any other duties commensurate with the grade of the role, deputise for the Head of IT services and Operations or Dev Ops Orchestration Manager upon request.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Experience in a Senior IT Technical role representing technical leadership in a comparable scale organisation, creating high level plans and leading a diverse multi-disciplinary team (Application/Interview).
- Experience of dealing with demanding customers (both internal and third parties (strategic partners)), to deliver services whilst demonstrating and embedding a culture of service within teams (Application/Interview).
- Relevant business or systems-based degree or equivalent work experience (Application).
- Strong positive leadership capability, with ability to mentor and develop others, and influence change within organisations (Application/Interview).
- Expert knowledge of HP networking technologies, technical and service processes and an ability to develop functional areas to implement these across a diverse technology base (Application/Interview).
- Expert knowledge of VOIP together with expertise in Firewalling (Application/Interview).
- Excellent communication and collaboration skills – verbal and written – with the ability to talk to, present and engage colleagues and stakeholders at all levels of an organisation with varying technical experience and capabilities (Application/Interview).
- Experience of managing the building and maintenance of IT systems to underpin client and application delivery in a similar large complex multi-faceted organisation (Application/Interview).
- Ability to manage and influence discussions and workshops for example around design, technology and development standards (Application/Interview).
- Strong problem-solving skills, with the ability to gather and analyse information, think ahead, anticipate risks, and develop effective solutions (Application/Interview).
- Ability to remain calm and perform effectively under pressure, both independently and within a team environment. (Application/Interview).
- Excellent people skills built on a combination of great listening, empathy, insight and intellect (Application/Interview).
- A passion for technology and digital solutions, combined with a positive approach to change, operational service delivery, and meeting business priorities, deadlines, and client needs (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Experience of working in a senior technical leadership capacity within the UK education sector (Application/Interview).

- Experience of leading and operating within an Agile, Service Managed environment (Application/Interview).
- Experience of writing financially based plans, process and policy documents, and cases for support (Application/Interview).
- Relevant Technology-based certification and or other relevant qualifications such as a recognised ITIL qualification/ recognised Project Management and Agile process qualifications or Recognised IT or/or business leadership qualification (Application).
- Strong knowledge of Juniper MIST technologies (Application/Interview).