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| **Job Title:** | Senior Networks Officer | **Date:** | 24/03/20 |
| **Reporting Line:** | Digital Manager | **Salary:** | 8 |
| **Team:** | Digital Services Team | **Business Area:** | Digital Services - ICT |

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| JOB PURPOSE |
| Support and deliver high quality networks throughout GMCA which enable delivery of the Digital Services Strategy. Design and implement data and voice network solutions that meet organisational requirements using current and newly available technologies. Assess, understand and represent any changes relating to the GMCA network from information security, value for money, risk and cost perspectives.  Deliver a high quality, highly performing network to GMCA and partners and ensure that its maintenance is completed to the highest standard.  Develop, manage and participate in projects that benefit the organisation and evaluate the benefits/efficiency of the implementation of ICT solutions. |

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| **KEY RELATIONSHIPS** |
| Undertake team management duties, which may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a team.  Participate in an On-Call rota with other members of the Digital Services team including out of hours support to North West Fire Control. |

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| **KEY RESPONSIBILITIES** |
| **Main Responsibilities**   * Support and deliver high quality data and voice networks throughout GMCA which enable delivery of the Digital Services Strategy. * Work closely with internal clients and external partners to identify and deliver organisational technical requirements for network services. Provide technical advice to non-specialist users and support information management and technology projects that are running across the organisation. * Develop, maintain, manage and co-ordinate all network related design activities, processes and resources. Ensure the consistent and effective delivery of GMCA networks with consideration to service management information systems, architectures, processes and metrics. * Take responsibility for promoting, maintaining and monitoring network security and ensure that it’s at the forefront of activities. * Ensure the delivery of high quality network support to meet the organisation’s objectives and service levels. * Develop a roadmap for the delivery of the networks to support the Digital Services Strategy. Implement this in line with industry best practice and with reference to the appropriate frameworks, for example, ITIL. * Keep abreast of the wider organisational IT needs to ensure a consistent approach is applied. Be proactive in assisting service users with the specification of technology requirements including the analysis of their needs to inform the overall delivery of an effective solution. * Plan, organise and undertake the relevant planned maintenance, modification, configuration, back-up, disaster recovery, software update, and monitoring of the Communications/Network systems. * Maintain and review the operational procedures, working practices responsibilities and standards relating to existing and future systems. * Establish, monitor and maintain appropriate maintenance and support arrangements for technical and communications services and liaise with suppliers regarding hardware, software and service support and ensure that problems are logged, reported and resolved in a timely manner. * Ensure rectification of faults and fixes as necessary to maintain an effective system and ensure adequate stock levels are held to support key equipment. * Represent GMCA in local, regional and national forums and communicate with appropriate colleagues as to the input and output from these discussions. * Liaise with the Service Operations Team Leader and ensure that fault calls are logged, and appropriate action taken. * Specify changes to communications hardware/software required by GMCA and ensure the appropriate changes are made to fulfil the requirements of the organisation. * Represent, at the organisation’s Change Advisory Board, any requests for change that may impact on the networks. * Ensure all software and hardware installations, and upgrades are undertaken in a timely and efficient manner. * Act as technical lead for networks and contribute to a range of projects in the wider organisation that may have technical implications. Manage projects and initiatives ensuring that the appropriate project management methodology is utilised. * Maintain and develop an effective working relationship with all relevant suppliers, contractors, service providers, regulators and other external agencies to ensure that GMCA enjoys an excellent level of service in order to meet its operational and statutory duties. * Ensure that services are customer orientated, deal with enquiries at first point of contact and through channel shift, ensuring positive, meaningful communication with customers at all times. * Provide opportunities for other team members by encouraging cross-directorate and matrix working, ensuring that team members understand the desired outcomes of the project and the roles that they each play in delivering them. |
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| **KNOWLEDGE, SKILLS AND EXPERIENCE** |
| **Knowledge and Experience**  **Essential**   * Educated to degree level in relevant area or equivalent experience * Significant experience in a similar role * Evidence of continuous professional development   **Desirable**   * ITIL Intermediate, Capability or Lifecycle Certificate relevant to the area of expertise * Relevant professional qualification, membership of a relevant professional body * Cisco certification   **Essential knowledge and experience**   * Understanding of Cisco LAN and WAN hardware and software technologies with the ability to support the organisation’s use of these products. * Understanding of Cisco UCCM/UCCX platforms and technology to support highly available, high performing voice networks. * Exposure to Cisco Jabber. * Understanding of high availability multi-site, multi-network firewalls in particular Cisco and Fortinet. * Understanding of IPS and ideally Cisco Firepower. * Understanding of URL filtering technologies. * Understanding of RADIUS server authentication. * Understanding of Converged Infrastructure ideally NetApp FlexPod.      * Exposure to DMZs and associated configurations and technologies. * Experience of contributing to the management of a highly available, highly resilient multi-site WAN. * Knowledge of one of more of the following: Microsoft Direct Access, Microsoft Always On VPN and Cisco AnyConnect. * Knowledge of SSL VPNs. * Knowledge of wireless networking solutions and associated technologies, ideally Cisco Meraki. * Exposure to network monitoring solutions ideally SolarWinds. * Technical experience across a range of networks solutions and platforms as used in the Local Government arena. * Working knowledge of project management methodologies and an ability to apply these in practice, and experience of successfully managing complex projects from inception to completion.      * Experience of analysing and interpreting complex information and communicating it appropriately to a range of stakeholders. * Experience of supervising/ mentoring/performance managing a small team.   **Skills and Behaviours**   * Well-developed verbal and written communication skills, including report-writing, presentation and facilitation, able to advise / influence at all levels. * Ability to convey often complex information and guidance in a clear and understandable manner appropriate to the recipient * Ability to build strong and trusting relationships with clients, customers and colleagues * Self-motivated with an ability to prioritise and organise work effectively to meet deadlines. * Ability to collate, critically appraise and present information from a range of sources using excellent analytical skills. * Team working skills * Ability to manage the effective implementation of projects. * Ability to generate new ideas, alternative options and develop realistic and practical solutions. * Excellent relationship management skills with demonstrated ability to develop effective relationships with key stakeholders and colleagues * Excellent ICT skills - IT Literacy - experience with Microsoft Windows and the Office application suite * Ability to build strong and trusting relationships with clients, customers and colleagues * Clear focus on delivering positive outcomes * Acting as a role model for the directorate * Able to work flexibly and independently, covering other areas of the department as required * A current, valid driving licence |

**Corporate Duties**

* Promote and role model behaviours that ensure no discrimination against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.
* Safeguard at all times confidentiality of information relating to existing and former colleagues.
* Refrain from smoking in any areas of Service premises.
* Adhere to all relevant Service Policies and Procedures, behaving in a manner that reflects this.

**Records Management/ Data Protection -** As an employee of the Service, you have a legal responsibility for all records (including employee health, financial, personal and administrative) that you gather or use as part of your work with the Service. The records may be paper, electronic, microfiche, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

**Confidentiality and Information Security -** As a Service employee you are required to uphold the confidentiality of all records held by the Service, whether employee records or Service information. This duty lasts indefinitely and will continue after you leave the Service employment. All employees must maintain confidentiality and abide by the Data Protection Act.

**Data Quality -** All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on the Service’s computerised systems or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner to ensure high standards of data quality in accordance with Departmental protocols.

 To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the current Data Protection Act

**Health and Safety -** All employees of the Service have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Service to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Service’s undertakings.

S  **Service Policies -** All Service employees must observe and adhere to the provisions outlined in these policies.

**Equal Opportunities -** The Service provides a range of services and employment opportunities for a diverse population. As a Service employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background.

**NB:** This list of duties and responsibilities is by no means exhaustive, and the post holder may be required to undertake other relevant and appropriate duties as required