**ROLE DESCRIPTION**

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| **Role Title** | **Business** | **Reports to** |
| Network Technical Lead | Unity Partnership – Unity ICT | Operations Manager |

**PURPOSE**

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| The Unity ICT Network Operations Centre (NOC) are responsible for providing 3rd line infrastructure technical support as well as designing, developing and delivering continuous improvements to the underpinning ICT infrastructure in line with the Council’s technical roadmaps.  The team’s key objective is to provide efficient, reliable and high-quality Network infrastructure, which maximises value and minimises risk. This is delivered by means of security vulnerability monitoring and mitigation, BAU maintenance and monitoring, ad-hoc on-demand work and project delivery.  The Network Technical Lead will be responsible for managing the day-to-day operation of a small team of Network Engineers. As part of this they will provide direct leadership and development in order to maintain a ‘Customer First’ culture and ensure high availability of key systems.  This role is crucial to ensuring service requirements are met. This should be achieved by communication, prioritising, escalating and resolving incidents and requests in accordance with established service level agreements and KPI targets.  The role includes HR line management responsibility. This will include influencing, mentoring and quality assuring the deliverables of other team members from within the NOC team. The role occupies a key seat on the Technical Design Authority and will provide and contribute to designs that help develop the right technical underpinnings to underpin our customers current and future needs.  The role will require a high degree of customer focus and application of technical expertise to identify and resolve service problems in a cost effective and operational efficient manner. |

**DIMENSIONS**

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| **Direct Reports** | **Budget Responsibility** |
| Senior Network Engineer(s),  Network Engineer(s) | None |

**PRINCIPAL ACCOUNTABILITIES**

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| The key responsibilities of the Network Team Lead role include, but are not limited to:  Taking responsibility for the day to day operation of the team, providing overall guidance and supervision  Monitoring, configuring and daily management of LAN/WAN/Firewall/Routing/Switching /Wi-Fi network/SDN; Liaison with specialist suppliers when required (CISCO networking, MPLS WAN managed service)  Ensuring all Incidents and requests are assigned and resolved within the allotted SLA time  To represent the team at the weekly CAB Meeting; Ensuring all changes within the team are submitted and approved by the change manager; Ensuring the change process is always followed by all members of the team  To actively be involved in any problem management discussions  Ensuring all network equipment is covered by asset management and support contracts are reviewed when required  Ensuring the reliability and functionality of the Council’s Wide Area Networks, Local Area Networks and Security via capacity planning and management; make immediate decisions and take preventative action to avoid downtime; identify and plan for emerging needs and implement appropriate solutions  To work with the Unity ICT Security Officer to ensure all systems are inline with the technical security standard; to have a proactive approach to the security of the organisations data, carrying out regular scans and applying necessary patches and updates when required.  Maintain and monitor required staffing levels and schedule to ensure that the team can meet the demand and respond in a timely manner  To develop technical documentation within the set standards  To represent the team on the Technical Design Authority (TDA); To design solutions in line with specified requirements; to work with other teams to design and implement efficient and cost-effective technical solutions in line with the technical roadmap  To proactively review the infrastructure and produce improved technical designs and proposals  To work effectively with other technical teams  To act as a general escalation point for the team.  To act as the technical point of contact for the team.  To act as a point of contact for project managers during the delivery of a project  Conduct PDRs (Personal Development Reviews) with the members of the team.  Maintaining and consistently demonstrating a general knowledge of company guidelines, processes, practices and procedures  Be part of a 24/7 on call rota for business-critical systems  **Secondary Duties**  To participate in Council programmes of in-service training as a trainee and when required as a trainer or facilitator. Mentor engineers and support their development as is required  To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the post-holder (and if he/she so wishes, with his/her Trade Union representative)  Undertake training and development to enhance existing skills, as and when required by your manager  To keep up to date with departmental and Council information, by attending meetings, seminars, reading appropriate communications and discussions with colleagues |

**PERSON SPECIFICATION**

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| **Qualifications** | * CCNA – *Essential* * *CCNP – Essential* * *CCIE - Desirable* |
| **Knowledge / Experience** | **Essential**   * Demonstrable experience of working in a Network support function, ideally in a significantly sized organisation supporting 500+ employees * 3+ years of experience working in data centres / ISP with an emphasis on Network Operations Centre (NOC) * Knowledge and experience of system and network infrastructures such as LAN/WAN network technologies, Firewalls and fault monitoring tools. * Knowledge and experience of network security * Demonstrable experience of infrastructure automation and configuration management * Possession of a ‘can-do’ attitude with a pro-active nature, problem-solving and logical outlook * Strong stakeholder management, holds gravitas as a trusted advisor to senior ICT Management Team * Have analytical and problem-solving skills * Sound organisational, time management and prioritisation skills * Excellent interpersonal skills with the ability to influence, interact and communicate effectively across all levels of the organisation. * Supervisory and mentoring experience * Experience of working to targets within Service Level Agreements * Able to provide effective incident and problem resolution * Able to work efficiently with network monitoring and management tools * Able to work to and create written documentation and standards * Willing to handle and move IT equipment (using handling aids as appropriate) * Knowledge of ITIL and PRINCE2 working practices * A full UK Driving Licence * Availability to work out of hours and on-call as and when required by the business   **Desirable**   * Data Centre Management * Experience or knowledge around cloud-based systems and solutions |
| **Technical / Business Skills / Ability** | **Essential**   * Heightened up-to-date awareness of vulnerabilities and cyber threat landscape * Ability to react to business demands in a timely and professional manner * Forward planning and anticipation of future changes & developments * Highly organised with attention to detail * High awareness of Customer Care * Ability to work well under pressure and at a high work rate * Report writing * Excellent inter-personal skills: diplomatic and able to inspire user and employee confidence * Ability to determine correct workload priorities for the Network team * Ability to coach team members and provide necessary training to improve skill sets * Knowledge of technology trends   **Desirable**   * IT Security Fundamentals |
| **Core Behaviours** | * Accountability and Decision Making * Change Champion * Inspiring and Influencing * Resilience & Energy * Stakeholder Smart * Strategic Understanding |
| **Grade** | F |
| **Salary Range** | **£40,000 - £50,000** *dependant on experience*  Based on a 37.5 hour working week.  Working days are *‘Professional days’* – where getting the job done is a priority; therefore, some unsocial hours working may be required.  Based at the Oldham office, with visits to other offices or client sites around the Oldham Borough as required. |
| **Contract Type** | Permanent |