Network Engineer (Operations Coordinator)

**Department:** Directorate of Technology, Estates & Facilities (DTEF) - IT Services

**Hours of work:** Full-time, 37 hours per week

**Contract type:** Open

**Salary:** Grade 6, £34,308 - £42,155 per year
Introduction

The Directorate of Technology, Estates and Facilities (DTEF) is responsible for ‘providing outstanding work, study, research facilities, and facilities to enhance the student experience, on campus and online’. The directorate consists of three sections - Technology (IT Services), Estates and Facilities.

This role is part of The Network & Data Centres Team, within the Infrastructure section of IT Services. The team is responsible for the business critical IT networking infrastructure across the University’s estate underpinning almost every activity our students, staff and visitors carry out. With over 8,000 network devices within around 500 buildings, the network provides connectivity to 80,000 wired outlets and more than 20,000 wifi devices at peak - with those numbers continuing to grow. We are in the early stages of a major programme which will refresh networking equipment and bring significant experience enhancements to our user community, improve security and prepare for wider use of cloud-based technologies. The team also manages the University’s on site data centres from which many of the systems and services the University depends upon are hosted.

Main purpose of the role

This is a new role in the Operations section of the team where responsibility lies for the preparation, installation and subsequent support and troubleshooting of network related equipment (including routers, switches, wifi access points and associated platforms). You will have line management responsibility for three Network Engineers (Operations), overseeing their activities and ensuring you work together to maintain user experience by responding to service requests and reports of incidents to agreed service levels. You’ll also be expected to review operational processes, recommending and implementing changes on a continuing basis.

Reporting to the Network Operations Manager you will be a proactive and dynamic individual with a keen focus on maintaining and improving the experience of our broad user community. With an ability to prioritise your own activities as well as those of others, you will play a leading role in ensuring network related services are delivered in an effective and efficient manner, supporting the business objectives of the University.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

1. Role Specific Responsibilities
   ● Oversee and manage the second line support function within the Network & Data Centres team taking responsibility in responding to service requests and incidents in a timely manner to meet agreed service levels.
   ● Act as initial escalation point for incidents and service requests that do not meet service levels.
   ● Proactively monitor the performance of network services, taking responsibility to ensure measures to maintain, preserve and/or restore service are taken as required.
   ● Manage the preparation, configuration, installation and subsequent support and troubleshooting of network components across the University’s estate, including on site activities within all categories of buildings (including construction sites) when required.
• Monitor and report on support activities within your remit, preparing and delivering related reports to senior colleagues and proactively proposing improvements to service where required.
• Establish and maintain record information relating to network infrastructure, sharing relevant information and knowledge within the team, across IT Services and wider as required.
• Management of projects (e.g. installations/upgrades of switch stacks), including oversight of activities of others (including external partners) where required.
• Working with (and managing where necessary) external partners and contractors as required.
• Occasional requirement to deliver key business services outside of usual working hours.
• Adhere to the necessary health and safety requirements related to specific activities to ensure the safety of yourself and others.
• Other relevant duties as and when required to meet the team’s objectives.

2. University of York Responsibilities for Grade 6

Service and Operational Delivery
• Oversee a responsive and proactive support service to ensure service expectations are met.
• Collect and analyse stakeholder feedback to help define needs and requirements and the design and planning of services.
• Contribute to operational leadership teams and decision making to shape the nature and level of support services.
• Implement changes to the design and development of a service.
• Accountable for delivery of a service within a defined area or defined responsibilities.
• Make effective use of digital solutions to carry out operational activity and implement efficiency improvements.
• Depending on the role, may be required to act as operational line manager - setting, monitoring and overseeing the work of the team on a day to day basis
• Act as a supportive and encouraging member of a team. For roles at this level with supervisory responsibilities, demonstrate compassion and give advice on commonly occurring wellbeing issues.

Continuous Improvement
• Analyse service and operational delivery data and provide reports, making recommendations for improvement as appropriate.
• Ensure the review and improvement of systems and procedures in line with University frameworks.
• Review internal and external practice to identify opportunities for future improvements or efficiencies.
• Apply expertise to identify, understand and propose resolutions for issues or problems.
• Proactively identify opportunities for building personal knowledge and skills for self and others.
• Deliver knowledge sharing on specialist defined processes across the broader team.

Specialist Contribution
• Provide advice to stakeholders in relation to complex policies, procedures and regulations.
• Provide specific technical advice to ensure compliance with legislation, statutory duties, etc.
- Provide specialist expertise and support with complexity of data and information sources, providing interpretation and analysis.
- Carry out in-depth, complex investigations or searches; interrogate the information and data to identify trends and patterns.
- Deliver training, teaching and/or development delivery for stakeholders.

Collaboration and Communication
- Establish, maintain and develop productive and ongoing relationships with University stakeholders to create ideas for tactical service or operational delivery development.
- Build relationships and networks internally and externally to build and update knowledge and skills.
- Use a range of digital media and tools to communicate with a diverse range of key stakeholders.

Governance and Oversight
- Oversee activity to ensure all processes and transactions are delivered in line with regulatory and professional service and policy standards.
- Provide advice and training to stakeholders regarding compliance and regulations relating to the area of responsibility.
- Contribute to the creation or development of policy and procedures to take account of internal and external changes.
- Ensure activities and documents comply with internal University and external regulation, policy and procedures.

Planning and Organisation
- Plan, organise and prioritise own workload (and, where applicable, the workload of team members on a regular basis), taking into account operational needs and changing circumstances of the team over the short to mid term.
- Plan and manage longer term programmes of work, monitoring progress as required.
- Lead the delivery of projects to facilitate service operational change or play a role in University-wide projects.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.
## Person specification

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<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tr>
<td>A demonstrable knowledge and understanding of IT networking, constituent components and associated protocols (e.g. IP, WAN, LAN, subsets, VLANS etc).</td>
<td>Essential</td>
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<td>Demonstrable ability to analyse and resolve issues with a dynamic and proactive approach, either as part of a team or working independently.</td>
<td>Essential</td>
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<td>Demonstrable ability to work under time-based pressure, either when resolving issues or deploying services to meet business critical deadlines.</td>
<td>Essential</td>
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<td>Demonstrable ability to prioritise workloads with the minimum of supervision, with good time management skills - for yourself and colleagues under your management.</td>
<td>Essential</td>
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<td>Excellent customer facing skills, effectively and efficiently responding to issues with a focus on improving customer experience.</td>
<td>Essential</td>
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<td>An understanding of relevant health &amp; safety requirements - working in particular locations and circumstances, for example - and/or a willingness to undertake appropriate training.</td>
<td>Essential</td>
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<tr>
<td>A relevant network related industry accreditation/qualification</td>
<td>Desirable</td>
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<td>Experience of working as part of an IT network team within a large and complex organisation</td>
<td>Desirable</td>
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<td>Experience of line managing people in successfully delivering a network operations function.</td>
<td>Desirable</td>
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<td>Experience of installing, administering and maintaining Aruba/HP networking (wifi and wired) infrastructure and associated platforms.</td>
<td>Desirable</td>
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<td>Experience of using cloud-based networking technologies.</td>
<td>Desirable</td>
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<td>A full valid UK driving licence.</td>
<td>Desirable</td>
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<tr>
<td>Experience of IT service management methodologies and their applications in an environment such as or similar to the University</td>
<td>Desirable</td>
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### University of York Person Specification for Grade 6

#### Qualifications:

- Level 3 qualification. (Qualifications at this level include A levels. Please [view the full list](#). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience. | Essential

### Skills - demonstrates the ability to:
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<th>Lead projects</th>
<th>Essential</th>
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<tr>
<td>Gather, analyse, interpret and report complex data/information</td>
<td>Essential</td>
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<tr>
<td>Use digital technologies including Google applications and/or Microsoft Office</td>
<td>Essential</td>
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<td>Communicate effectively in verbal and written formats, including the use of a variety of digital tools</td>
<td>Essential</td>
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**Behaviours:**

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<th>Works collaboratively with others</th>
<th>Essential</th>
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<td>Delivers a quality service</td>
<td>Essential</td>
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<td>Develops self and others</td>
<td>Essential</td>
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<td>Actively champions respect, inclusivity, equality and diversity</td>
<td>Essential</td>
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<td>Identifies and implements continuous improvement</td>
<td>Essential</td>
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