**ROLE PROFILE**

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| **Role Title:** | Network Engineer | **Leadership level:** |  |
| **JRN:** | 20240 | **Job family:** |  |
| **Band:** | 9 | **Location:** | Agile |
| **Allowances:** | As per contract | **Politically restricted:** | No |
| **Department:** | Digital Policing  | **Vetting level:** | RV |
| **Reporting to:** | Senior Network Engineer | **Date Published:** | September 2022 |
| **Posts responsible for:** | Allocated staff  |
| **Part A – Job Description**  |
| **Overall purpose of the role:** |
| To undertake technical installation and support activities in support of a performant, cost effective and appropriately resilient network environment that meets the agreed service levels for critical business functions and contracted WAN service provider.The network consisting of WAN, LAN, WiFi, remote access and security products and services. |
| **Key responsibilities of the role:** |
| **1** | Participate in the effective delivery of Network services consisting of WAN, LAN, WiFi, Active Directory, AzureAD and security products and services, in support of the operational and administrative systems required by the force to function effectively and efficiently. |
| **2** | Liaise with third party suppliers to ensure effective services are delivered at the agreed service level and that new or renewal contracts are in place at the appropriate time. |
| **3** | Provide technical expertise in support of the development and delivery of network services including the specification, procurement, and implementation of Network infrastructure and related products, systems and services. |
| **4** | Participate in the provision and maintenance of the force’s on-premises Active Directory and Azure AD cloud services. Undertake the delivery of routine Network support and maintenance activities, and proactively manage network performance in order to prevent business affecting problems arising. |
| **5** | Apply agreed standards and procedures in relation to Network Infrastructure services complying with Service Management guidelines and that the performance of the systems and support services meet Service Level Agreements. |
| **6** | Implement the appropriate hardware and software patching schedule for all network and security devices,in line with the patching policy. |
| **7** | Liaise with internal and external user groups, manufacturers and suppliers as required in order to maintain force network services and to provide technical input to influence strategic direction. |
| **8** | Maintain regular contact with suppliers to ensure that they are meeting their contractual commitments and supporting the needs of the business. |
| **9** | Work closely with key stakeholders within the DP Department to ensure the provision of a fully integrated efficient, effective, and customer focused, Network Service, identifying opportunities to enable collaborative working with other forces/ organisations. |
| **10** | Comply with Information Security requirements and prepare and maintain the appropriate documentation to support network service components and services through their full life cycle. |
| **11** | Communicate with customers and stakeholders regarding change management, system performance, and business needs in order to maintain effective business relationships and provide an efficient Network service. Implement routine Network support and maintenance activities, and proactively manage performance in order to prevent business affecting problems arising.  |
| **12** | Supervise, train and allocate work to subordinate staff, providing advice and guidance to colleagues when required in order to enhance the services provided in support of the network infrastructure. |
| **13** | Participate in the call-out/stand-by rota, in support of the delivery of an effective network service on a 24 hour, 365 day a year basis. |
| **Part B – Scope of contacts**  |
| **Internal / External relationships:** |
| **Internal:** System Owners and DP service users, DP Team Leaders, Technical “Gatekeepers” across the force including within DFU/TSU/NERSOU, Project Managers**External:** Suppliers, colleagues from other forces, local authorities |

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| **Part C – Competencies and Values**  |
| **Northumbria competencies and values framework (NCVF)** |
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| **Part D – Continuous Professional Development (CPD) role 6 months**  |
| **First 6 months** |
| 1 |  |
| 2 |  |
| 3 |  |
| 4 |  |
| **12 months and beyond** |
| 5 |  |
| 6 |  |
| 7 |  |
| 8 |  |

**Part E - PERSON SPECIFICATION**

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| **Criteria** | **Essential** | **Desirable** | **How to be assessed** |
| Qualifications, knowledge and experience | Educated to degree level (or equivalent relevant experience) CCNA qualified or equivalent relevant experienceExperience of providing 2nd or 3rd line network (WAN, LAN, WiFi) support and configuration services Experience of administration of Active Directory ADFS, Group Policy, DNS, DHCP, AzureADExcellent knowledge of security products, including firewalls (Cisco, F5, Checkpoint), vulnerability testing (Nessus) and SIEMExcellent technical understanding of switch and routing technologies (preferably Cisco) including their installation, configuration and maintenance.Experience of installing, configuring and maintaining, wireless technology (ideally Meraki)Experience of installing, configuring and maintaining, VPN technologyExperience of configuration and use of network management and monitoring tools such as (SolarWinds, Cisco Prime,)Experience of using an ITSM toolAbility to analyse data Logs in aid of root cause analysis | Experience in configuration and admin of Load balancing technologyExperience in AAA services such as Tacacs+ and RadiusExperience in administration of PKI Certificate authoritiesExperience in administration of FTP/SFTP/FTPS servicesExperience in administration of IPAM productsExperience in administration of enterprise level Anti-Virus solutionsExperience in scripting (Powershell, VB)Experience in Web-Proxy Management ideally ForcepointExperience in disaster recovery and Business continuity planningKnowledge of ITIL framework and methodology | Application/interview/CPD |
| Planning and organising | Experience in the management of suppliers to achieve the contracted service levels Being goal oriented, able to prioritise based upon business need.Highly organised with capability to manage multiple activities together | Experience of Project ManagementIdentify, investigate and implement new processesExcellent attention to detail Budget management experience | Application/interview/CPD |
| Problem solving and initiative | Ability to bridge the gap between technical and business language to create pragmatic, appropriate solutions.Demonstrable knowledge and experience of identifying solutions to fix difficult or complex issuesExperience of assessing and initiating plans independently ahead of instruction.Logical approach to troubleshooting and use of appropriate troubleshooting tools (packet captures) | Able to use appropriate methods to tackle unexpected challenges | Application/interview/CPD  |
| Management and teamwork | A passion for developing others by identifying areas for improvements, and facilitating relevant training and CPD.A demonstrable focus and passion for quality and embedding processes to protect the availability of services, due to configuration changes or new releases. People Management and Development in terms of Line Management | Aware of conflict resolution | Application/interview/CPD  |
| Communicating and influencing | Customer Service experienceExperience of producing, developing and maintaining accurate documentation, including network diagramsStrong presentation, writing, consulting and client facing skills | Aware of verbal and non-verbal skills | Application/interview/CPD  |
| Other skills and behaviours | Awareness of the appropriate use of procurement frameworks in the purchase and provisioning of network products and services. | Experience of taking part in a call out rotaExperience of working in a public sector or police force environment | Application/interview/CPD  |