

Role Profile and Person Specification

ROLE PROFILE

Role Title:	Senior Network Engineer	Leadership level:	
JRN:	20694	Job family:	
Band:	10	Location:	Agile
Allowances:	As per contract	Politically restricted:	No
Department:	Digital Policing	Vetting level:	SC
Reporting to:	Infrastructure Services Manager	Date Published:	September 2022
Posts responsible for:	Allocated staff		

Part A – Job Description

Overall purpose of the role:

To lead a network services team to deliver, support and maintain the delivery of a performant, cost effective and appropriately resilient network environment, that meets the agreed service level for critical business functions through the management of a team of network engineers and a contracted WAN service provider. The Senior Network Engineer will have the opportunity to review proposals with the Infrastructure Services Manager and assist in the development of effective and efficient network services for the future.

Key responsibilities of the role:

1	Ensure the effective delivery of Network services consisting of WAN, LAN, WiFi, Active Directory 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 3 rd party suppliers in relation to contracts 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	Leadership: Accountable for the wellbeing and performance management of the Network Services team. Provide leadership and direction to the team including recruitment, appraisal, development and performance of staff, ensuring they have the skills, knowledge, behaviours and experience to be productive in their role and reach their full potential.
5	Liaise with the architecture team to develop and ensure the use of, operational standards, key performance indicators and procedures in relation to Network Infrastructure ensuring compliance with Service Management guidelines and that the performance of the systems and support services meet Service Level Agreements.
6	Ensure the appropriate patching schedule of network devices is maintained in line with the patching strategy.
7	Plan and manage the refresh of network and security solutions including data migrations.

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8	Manage the team's active participation in Project and Change Management initiatives to support the delivery of both corporate and local Digital Policing change projects.
9	Liaise with internal and external user groups, manufactures and suppliers, participate in meetings as required in order to maintain force capabilities and to provide technical input to influence strategic direction, as well as maintaining regular contact to ensure they are meeting their contractual commitments and supporting the needs of the business.
10	Liaise 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.
11	Ensure compliance with Information Security requirements and the appropriate documentation is prepared and maintained to support the services through their full life cycle.
12	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.
13	Ensure the delivery of routine Network support and maintenance activities, and proactively manage performance in order to prevent business affecting problems arising.
14	Supervise, train, develop and allocate work to staff, providing advice and guidance when required in order to enhance the services provided in support of the Network infrastructure.
15	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.
16	Contribute to the maintenance of the departmental Major Disaster Recovery Plan and Business Continuity Plans in order to ensure that operational activity remains unaffected under a variety of business impacting scenarios.

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, Programme/Project Managers

External: Supplier account, engineering and support teams for outsourced network services, suppliers, colleagues from other forces, local authorities

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

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	<p>Educated to degree level (or equivalent relevant experience)</p> <p>CCNA qualified or equivalent relevant experience</p> <p>Experience of managing a 2nd/3rd line network (WAN, LAN, WiFi) support and configuration services</p> <p>Experience of administration of Active Directory ADFS, Group Policy, DNS, DHCP, AzureAD</p>	<p>Experience in configuration and admin of Load balancing technology</p> <p>Experience in AAA services such as Tacacs+ and Radius</p> <p>Experience in administration of PKI Certificate authorities</p> <p>Experience in administration of FTP/SFTP/FTPS services</p>	Application/interview/ CPD - all

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	<p>Excellent technical understanding of security products, including firewalls (Cisco, F5, Checkpoint), vulnerability testing (Nessus) and SIEM, including their installation, configuration and maintenance.</p> <p>Excellent knowledge of how to install, configure and maintain, switch and routing technologies (preferably Cisco)</p> <p>Experience of installing, configuring and maintaining, wireless technology (ideally Meraki) Experience of installation, configuration and maintenance of VPN technology</p> <p>Experience of configuration and use of network management and monitoring tools such as (SolarWinds, Cisco Prime,)</p> <p>Experience of using an ITSM tool</p> <p>Ability to analyse data Logs in aid of root cause analysis</p>	<p>Experience in administration of IPAM products</p> <p>Experience in administration of enterprise level Anti-Virus solutions</p> <p>Experience in scripting (Powershell, VB)</p> <p>Experience in Web-Proxy Management ideally Forcepoint</p> <p>Knowledge of ITIL or other service management framework</p>	
Planning and organising	<p>Significant experience in the management of suppliers to achieve the contracted service levels.</p> <p>Demonstrable strategic thinking and action planning experience.</p>	<p>Experience of Project Management</p> <p>Identify, investigate and implement new processes</p> <p>Excellent attention to detail</p> <p>Significant budget management experience</p>	Application/interview/ CPD - - all

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	<p>Being goal oriented, able to prioritise based upon business need.</p> <p>Highly organised with capability to manage multiple activities together</p>		
Problem solving and initiative	<p>Ability to bridge the gap between technical and business language to create pragmatic, appropriate solutions.</p> <p>Demonstrable knowledge and experience of identifying solutions to fix difficult or complex issues</p> <p>Experience of assessing and initiating plans independently ahead of instruction.</p> <p>Logical approach to troubleshooting and use of appropriate troubleshooting tools (packet captures)</p>	Able to use appropriate methods to tackle unexpected challenges	Application/interview/ CPD - - all
Management and teamwork	<p>A passion for developing others by identifying areas for improvements, and facilitating relevant training and CPD.</p> <p>A demonstrable focus and passion for quality and embedding processes to protect the availability of services, due to configuration changes or new releases.</p> <p>People Management and Development in terms of Line Management</p>	Aware of conflict resolution	Application/interview/ CPD - - all

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Communicating and influencing	<p>Effectively communicate with officers and staff across the organisation</p> <p>Communicate complex and challenging technical issues</p> <p>An ability to proactively build, develop and maintain relationships with internal and external stakeholders, using your excellent communication skills.</p> <p>Demonstrable experience and track record in a service support environment engaging with teams, senior stakeholders and suppliers.</p> <p>Excellent communication skills being able to discuss and document technical and service issues with both technical and non-technical stakeholders.</p> <p>Demonstrable knowledge and experience of working with IT programmes and/or projects to ensure effective and efficient technical products and services are delivered.</p> <p>Demonstrable knowledge and experience of 3rd party suppliers/partners in the delivery of technical services.</p>	Aware of verbal and non-verbal skills	Application/interview/ CPD - - all
Other skills and behaviours	<p>Awareness of the appropriate use of procurement frameworks in the purchase and provisioning of network products and services.</p>	<p>Experience of taking part in a call out rota</p> <p>Experience of working in a public sector or police force environment</p>	Application/interview/ CPD - - all