University of Sussex

Job Description

Post title:	Senior Network Engineer
Role Profile:	Senior Manager
Professional Services unit:	IT Services
Location:	Shawcross, University of Sussex
Grade:	8
Responsible to:	Head of Networks and Infrastructure
Direct Reports:	Network Engineer [G7] x 2 Junior Network Analyst [G6] x 1

Role Description

The Senior Network Engineer will manage a team of three network engineers and analysts in designing, building, installing, developing, integrating, and supporting network infrastructure services that underpin the University's services and systems, ensuring we deliver a seamless environment and experience for all our students and staff. They will collaborate with colleagues, University stakeholders, 3rd Parties and project teams to support the delivery of strategic objectives.

Principal Accountabilities

1	Lead, manage, promote and maintain high quality, Professional Services, engendering a culture of continuous improvement.
2	Ensure the delivery of outputs of the team.
3	Ensure compliance with all relevant legislation and University policies, interpreting the same and advising on their practical application.
4	Work in partnership with other key stakeholders to ensure seamless service.
5	Collaborate with Head of Networks & Infrastructure to establish, embed and maintain ITS technology standards and design principles relating to network infrastructure.

6	Commission and undertake network technology and product selection, bringing forward recommendations to ensure the achievement of required business outcomes and project objectives.
7	Provide leadership and management of the team's work through all lifecycle stages for network services.
8	Deputise for the Head of Networks and Infrastructure as required.
9	Act as a technical specialist for requests, queries and incidents, providing expert support and advice to our complex community of customers

Key Responsibilities

1	**Departmental Management and Leadership**
	1.1 Provide management and leadership to motivate the team to achieve targets and objectives.
	1.2 Ensure the availability of resources to achieve targets and objectives including the selection, induction, performance management and development of all members of the department.
	1.3 Ensure departmental understanding and application of operational standards are embedded in the team culture and methods of working.
	1.4 Support the development of others, providing training and coaching in area of expertise.
	1.5 Foster an ethos of continuous improvement.
2	**Service Delivery**
	2.1 Work within overall University policy and procedure to ensure the effective management of responsibilities in the area of expertise. Plan and allocate resources to support the achievement of departmental targets and objectives.
	2.2 Ensure effective systems and procedures are in place to support the achievement of key performance targets in area of responsibility.
	2.3 Contribute to the development of departmental/functional strategic planning processes.
	2.4 Ensure the delivery of improvements to systems and procedures to maintain effective service delivery within area of responsibility.
	2.5 Ensure appropriate records and documentation are maintained commensurate with policy and procedure.
	2.6 Provide reports and other communication media internally and externally as appropriate. To undertake analysis, interpretation and presentation of complex information to inform decisions related to subject area.
	2.7 Identify critical issues when resolving problems particularly where there is complex or competing information, using University policy and objectives to inform decisions.

3	**Policy and Procedure**
	3.1 Based on a broad and deep set of knowledge and experience, interpret policy and procedure, providing advice on the application of policy as required.
	3.2 Contribute to the shaping of policy decisions and improvement in area of expertise.
	3.3 Ensure appropriate governance is in place for area of expertise.
4	**Customers and Stakeholders**
	4.1 Proactively work with internal and external stakeholders, colleagues or students to ensure effective service delivery.
	4.2 Initiate and develop strong working relationships, providing data and information to inform decisions as necessary, showing appropriate sensitivity when needed.
	4.3 Persuade, influence and negotiate with customers/stakeholders as appropriate to further the objectives of the University.

Role Specific Responsibilities	
5	Take a leading role in proactively configuring deploying, monitoring, supporting, developing, and managing platforms, infrastructure, software, integrations and applications across the University Network Service estate (Main Campus and Residencies) as indicated in the Person Specification.
6	Recommend, present and own preventative measures and changes that improve the operation of the network, ensuring minimal disruption to University services and users at all times.
7	Act as a technical subject matter expert (SME), recommending and creating designs for new services or technology upgrades and changes.
8	Review technical and management reports to understand team and personal performance. Propose changes to improve efficiency and performance against Key Performance Indicators (KPIs) and other agreed metrics. Lead the preparation of management and service reports as required.
9	Pro-actively manage suppliers and vendors to ensure their work is delivered to meet Service Level Agreements, minimising and mitigating any changes that may impact University services.
10	Support, train and mentor new and junior members of the team or associated service areas.
11	Lead technical meetings, agile ceremonies, project meetings and other broader staff consultation opportunities, actively providing advice and support in a constructive fashion.
12	Lead activities related to Disaster Recovery planning and operations, including performance against agreed Recovery Time Objectives (RTOs) and Recovery Point

	Objectives (RPOs).
13	Embody and model best practices in system configuration and operation of hardened operating environments, compliant with ISO27001 and Cyber Essentials Plus.
14	Collaborate with Business Partners, Product Owners, and other stakeholders to ensure understanding of business requirements.
15	Collaborate with ITS colleagues (e.g. ITS Testing Manager, Product team leads, Business Analysts, Architects etc.) to deliver improvements, enhancements and positive changes to services.
16	Initiate and undertake knowledge transfer to ITS and other colleagues as required.
17	Maintain own up-to-date knowledge of key trends and developments related to enterprise network platforms and infrastructure technology.
18	To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.

Indicative Performance Criteria

1	Leading a team of up to 4 staff that may at any time include both permanent and fixed-term or contract staff.
2	Does not have direct budgetary responsibility but may influence associated service expenditure
3	Holds responsibility for supporting the day to day operation of the University's network infrastructure and datacenters, including all Health and Safety and compliance with other regulatory standards and codes of practice.
4	Responsible for the achievement of targets related to the delivery of enterprise network services and project outcomes on time and to required quality standards, including network platforms and associated infrastructure that enable and underpin critical business functions.
5	The post holder reports to the Head of Networks and Infrastructure, working under general direction within a clear framework the post holder will manage their own work (and possibly their direct reports) to achieve their agreed objectives. The role holder will play a key role in supporting the Divisional leadership team to achieve the strategic and operational goals of the University, Professional Services & their Division. The post holder is expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.

		Essential	Desirable
6	Support achievement of the Division's/Unit's/School's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to University policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.		
7	Balance effectiveness and cost-efficiency in the management of the budgets you are supporting for, demonstrating compliance with Value for Money and Return on Investment principles to support the University's strategic aim to achieve a world-class standard of teaching and research by managing our resources effectively and efficiently		

Person Specification

Essential Criteria

	Essential	Desirable
Educated to degree level, equivalent qualification, or experience	X	
A detailed applied and theoretical knowledge and understanding of specialist area.	X	
Effective management skills.	X	
Well-developed oral and written communication skills with the ability to present complex ideas and information in a way that can be understood the audience.	X	
Planning and organisational skills, including project management, with the ability to delegate to team members where appropriate.	X	
Well-developed interpersonal skills with the ability to quickly build rapport with the ability to effectively influence others in area of expertise, effectively contribute to team working.	X	
Analytical skills with the ability to generate effective solutions and make effective decisions.	X	
Commitment to customer service excellence.	X	

Essential Role-Specific Criteria

At least three years' knowledge and experience of securely configuring, operating and monitoring wired and wireless network equipment appliances and infrastructure at scale, including: Firewalls, routers, distribution switches, Wi-Fi controllers, access points, Data Centres, concentration points and supporting plant, etc (HPE Pro Curve, Aruba, Fortinet, Meru, Palo Alto etc)	X	
Significant knowledge of managing and operating secure enterprise networks and associated supporting infrastructure in a service driven environment, at significant scale.	X	
Strong working knowledge of securely configuring operating and monitoring [Linux (Ubuntu and RedHat)], Windows [Windows 10, Windows Server 2012-2019]) and / or MacOS operating systems.	X	
Significant experience deploying network equipment (Internally and externally), services and technologies within an enterprise operational environment.	X	
Knowledge of cabling, fibre, infrastructure, building standards and capabilities required to support large enterprise networks.	X	
Experience of networking, network related services, integrations and protocols (e.g. VLANs, Subnetting, routing, security policies, DNS, DHCP, RADIUS, VPNs, IPAM, Azure, AD, etc.).	X	
Working knowledge of information security principles and related practices. E.g. including ISO27001 and Cybersecurity Essentials plus.	X	
Extensive, general IT knowledge gained in a hands-on service-oriented role (Linux, Mac and Windows Operating Systems), including knowledge of a wide variety of mobile devices including phones, tablets and laptops.	X	
Extensive, general IT knowledge gained in a hands-on service-oriented role and ITSM processes.	X	
Practical experience working with Agile delivery	X	

practices.		
Knowledge of the Higher Education Sector		X