

GENERIC ROLE PROFILE

Job Title:	Junior Network Analyst
Grade:	G6
School/Division:	IT Services
Location:	Shawcross, University of Sussex
Responsible to:	Senior Network Engineer
Direct reports:	n/a
Key contacts:	Network Engineer Cyber Security Engineer Head of Networks & Infrastructure

Role description:

The Junior Network Analyst will play a key role within the Networks & Infrastructure team supporting the build, installation, integration, test, and maintenance of 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.

Assist with the provision of expert advice and insight within relevant specialist area to help to address problems, make recommendations to managers to support improvements to maximise efficiency and effectiveness.

PRINCIPAL ACCOUNTABILITIES

- Provide information, advice, and guidance for managers within the organisation on improvements to services and activities related to a specific area of expertise.
- Assess queries and potential issues, identifying options and recommending solutions, liaising closely with relevant operational teams.
- Support the implementation of improvement solutions through planning and project management.

KEY RESPONSIBILITIES

- Develop and maintain effective relationships across the organisation to engender confidence and trust in the advice provided at all stakeholder levels
- Provide advice to managers on best practice based on regularly updated knowledge within own area of expertise.

- Through close collaboration with the relevant management team, identify and document the specific issue or query to be investigated. Provide coaching and guidance at leadership level to help to articulate and research the problem or issue presented.
- Monitor and analyse Key Performance Indicators, to assist in the identification of risks, errors, problems, and improvement opportunities
- Identify options and make recommendations to address or improve problem areas.
- Provide expertise and support in understanding the impact of the recommended action and help to build plans for implementation
- Support managers within the relevant area on the production and maintenance of project plans for solution implementation and ensure that these are shared with key stakeholders
- Lead the design and delivery of support materials for implementation plans where appropriate
- Where required, deliver coaching and training to develop capabilities in line with required improvements.
- Work closely with relevant teams across the organisation encouraging sharing of best practice and collaboration in improving processes and procedures.
- To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.

Dimensions

- This role does not have any budget responsibility.
- This role does not have any line management responsibility.
- This role will have responsibilities for equipment or premises [see essential role-specific criteria item 2]
- The post holder reports to the Senior Network Engineer, working under comprehensive direction within a clear framework the post holder will manage their own work and achieve their agreed objectives. In doing this they ultimately support the achievement of the strategic and operational goals of the University, Professional Services & their Division. The post holder may be 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.
- 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.
- Balance effectiveness and cost-efficiency in the management of the budgets you are accountable 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

This Job Description sets out current responsibilities of the post that may vary from time to time without changing the general character of the post or level of responsibility entailed.

PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. Of graduate calibre with relevant professional qualification or experience, as appropriate to the discipline (see role-specific criteria below)
2. Effective planning and organisational skills, including project management.
3. Well-developed interpersonal skills with the ability to quickly build rapport with the ability to effectively influence other in area of expertise, effectively contribute to team working
4. Effective oral and written communications skills to work with colleagues and customers providing information and responding to questions and queries, with the ability to present complex ideas in a way that can be understood by most employees
5. Ability to work flexibly within a small team and on own initiative.
6. Competent IT skills to effectively manager own workload – MS Suite. Experience using functional databases.

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. Good working knowledge of area of expertise
2. Good working knowledge and experience of securely configuring, operating, and monitoring wired and wireless network equipment appliances and infrastructure, such as: 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)
3. Good working knowledge and experience of supporting / operating secure enterprise networks and associated underlying network infrastructure in a service driven environment.
4. Good working knowledge and experience of deploying network equipment (Internally and externally), services and technologies within an operational environment.
5. Good understanding of cabling, fibre, infrastructure, building standards and capabilities required to support large enterprise networks.
6. Good understanding and experience of networking, network related services, integrations, and protocols (e.g., VLANs, Subnetting, routing, security policies, DNS, DHCP, RADIUS, VPNs, IPAM, Azure, AD, etc.).
7. 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.

DESIRABLE CRITERIA

1. Two years' experience in a similar role.
2. Two years' experience working in a university or similar environment.
3. Understanding of securely configuring operating and monitoring [Linux (Ubuntu and RedHat)], Windows [Windows 10, Windows Server 2012-2019]) and / or MacOS operating systems.
4. Understanding of information security principles and related practices. e.g., including ISO27001 and Cybersecurity Essentials plus.
5. Practical experience working with Agile delivery practices.