

Job Description

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| Job title | Network Engineer |
| Directorate | BUSINESS : Business Support |
| Division | ICT |
| Range | MPR 4 |
| Reports to | Senior Network Project Engineer |

Main purpose of the job:

Working with other teams, to maintain network services for our most complex and interdependent services, across all channels: help to define user needs, business objectives, scope, constraints, evaluation and prioritisation and identification and mitigation of challenges.

Work with departments across the organisation, and third parties, to maintain effective business solutions, including improvements in information systems, security practices, organisation, and equipment.

Work with service areas within the organisation, to maintain networks in a proactive as well reactive manner.

Undertake analysis of incidents and report finding to high roles to help incidents from repeating.

Maintain Network documentation.

Helping ensuring projects run within required timeframe.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

Accountabilities and outcomes:

To assist the ICT Network team work with other teams, to maintain network services for our most complex and interdependent services, across all channels: help to define user needs, business objectives, scope, constraints, evaluation and prioritisation and identification and mitigation of challenges. To ensure a solution technically works and complies with the Council's & ICT security policies and procedures.

To maintain network documentation and ensure it complies with ICT Network & Cyber Security policies and procedures. To ensure security compliance and best practices are followed to enable Medway Council Employees to work safely.

To assist the Senior Network Project Engineer with Network related projects to ensure they are completed on time and within budget.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the Senior Network Project Engineer

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.



Working Style:

FIXED - The post holder will be permanently based at Gun Wharf although they may be expected to work at any location across Medway.

Person Specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- Educated to A level or NVQ level 3, with a particular emphasis on English and mathematics.

Level B (in addition)

- Training courses in Network/security from credited solution provider(s) or best-practice training providers, for example, CompTIA A+ or Fortinet NSE 4.

Level C (in addition)

- Higher knowledge & Technical qualification in a specialised area.
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Knowledge

Level A

- Understanding of the following different networks topologies, for example LAN, WAN, SAN.
- Understand the different networking protocols, such as routing, VPN, VOIP, Spanning Tree.
- Different network devices, such as router, firewalls, switches AP
- Understanding of different Operating Systems

Level B (in addition)

- Configuring/ maintaining switches networks and setting up of LAN, including switches and Wi-Fi access points.
- Maintaining/configuring DNS records, editing DHCP scopes.
- Maintaining Identity systems, maintaining wireless point to point networks.
- Switching technologies (VLANs, trunks, STP, multi-layer switching and Link Aggregation)

Level C (in addition)

- Working in a best practice environment, such as ITIL.
 - Software/firmware patching of networking devices and OS.
 - Basic troubleshooting email delivery issues.
 - Creation of DNS zones, advance DNS records, DHCP scopes, DHCP options.
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Experience

Level A

- Experience in working in a team to helping an organisation understand and solve problems.

Level B (in addition)

- Proven experience of building positive relationships with a range of both internal and external stakeholders.

Level C (in addition)

- Experience in working in a multidisciplinary to help an organisation understand and solve, problems.

Skills

Level A

- Establish the networking configuration, identifying correct equipment, cables, and terminations.
- Maintaining documentation, monitoring tools, and backup solution.
- The ability to think clearly using logic and reasoning.
- Upgrade data network equipment to the latest stable firmware releases.

Level B (in addition)

- Having the skills to recognise cause of fault and the best remedy.
- Good analytical skills, being able to retrieve data from different sources and present it to the team.
- Undertake data network fault investigations in local and wide area environments using information from multiple sources.

Level C (in addition)

- Draft recommendations for network support, creating and maintaining network plans.
- Planning network infrastructure detail-oriented, concentrating on the intricate parts of your work.
- Monitor performance and traffic patterns, by using monitoring tools. Being able to pass finding to other team members.
- Work with third party contractors, to find, remediate faults or for new installations.



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