

ICT Network Engineer – MPR 4

| EVIDENCE FOR LEVEL 4A | EVIDENCE FOR PROGRESSION TO LEVEL 4B | EVIDENCE FOR PROGRESSION TO LEVEL 4C |
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| <p><u>Qualifications:</u></p> <ul style="list-style-type: none"> Evidenced through the application. You will be required to provide the original certificates as part of the pre-employment checks. | <p><u>Qualifications:</u></p> <ul style="list-style-type: none"> Evidence of working towards a qualification, in a relevant technical subject such as a CompTIA qualification or equivalent. Evidence of a commitment to continuous professional development could for example be using free course from technology vendors. | <p><u>Qualifications:</u></p> <ul style="list-style-type: none"> Certificate of completed qualification in a specialised area related to job role. (Fortinet certified, CompTIA or equivalent). Evidence of a commitment to continuous professional development could be accomplished by using free course from technology vendors. |
| <p><u>Knowledge:</u></p> <p>In your application form you will be able to demonstrate your:</p> <ul style="list-style-type: none"> Knowledge of network topologies (LAN, WAN, SAN). You will be expected to provide a brief statement describing your understanding of the differences. Understanding of operating systems (Windows 11, Windows Server). You should outline which systems you have worked with and the tasks you performed. | <p><u>Knowledge:</u></p> <ul style="list-style-type: none"> Provide at least three examples (such as technical documentation and practical examples) which demonstrates your understanding of how to configure/maintain Local Area Networks (LAN) including, but not limited to, switches and Wi-Fi access points. Demonstrate awareness of Domain Name System (DNS) and Dynamic Host Configuration Protocol (DHCP) configuration by managing DNS records to | <p><u>Knowledge:</u></p> <ul style="list-style-type: none"> Evidence knowledge of edge network security concepts, protocols, and best practices. For example, by applying best practices like network segmentation, intrusion detection/prevention systems and regular patching of edge devices. Explain or provide an example of how you would/have recovered the device when the patching fails. Provide five examples of how you have resolved basic troubleshooting email delivery issues. TOPdesk calls will be a good source of evidence. Showcase your knowledge of DNS and DHCP, or example, by providing examples of/copies of configuration files, or screen recording that you have worked on. Demonstrate your understanding of different switch and or firewall Operating Systems such as: Ruckus, Cisco, HP, Fortinet, Linux. Evidence may include physical or virtual labs, or professional discussion. |

At interview answer questions to evidence your:

- Knowledge of networking protocols (VPN, VOIP, IP, TCP, UDP) will be assessed at interview. You will be asked scenario-based questions to demonstrate your understanding of when and why these protocols are used.
- Awareness of secure management of network devices will be determined at interview. You will be assessed on how you would securely manage devices using local and remote access techniques.

As part of a skills assessment, you will be expected to show your:

- Knowledge of network devices (routers, firewalls, switches, AP). You will be asked to identify devices on a diagram and explain their roles.

support name resolution and network functionality, and by editing DHCP scopes to ensure efficient IP address allocation, including setting exclusions, reservations, and scope options. Examples provided should show your understanding of the impact of these configurations on network performance and use of appropriate tools in line with organisational standards.

- Evidence your knowledge by providing at least three examples of maintaining identity systems, this could include enforcing multi-factor authentication (MFA), and control access.
- Describe at least three examples of working with different network devices/switching technologies, such as router, firewalls, switches, AP. This can be evidenced by providing configuration files, screen recording, or a demonstration on physical or virtual equipment.
- Describe at least three examples of why network separation is important and explain the methods of accomplishing the separation.

- Demonstrate your awareness of firewall security policies through examples such as logs where the firewall identifies and blocks specific applications based on signatures. Show a policy rule with category-based filtering.
- Demonstrate awareness of data traffic inspection, sandboxing, disarming of malicious code, antimalware, and antispam techniques. For example, an email attachment (e.g., a Word doc) is sanitised by removing embedded macros before delivery to the end user. Evidence a spam filter rule that flags or quarantines emails based on blacklisted IPs, suspicious headers, or keyword patterns.
- Show your awareness of the creation of different type of Secure Sockets Layer (SSL) certificates, examples will demonstrate your understanding of which certificate to use in different scenarios and why e.g., the use of Self-Signed Certificate for internal development environments.
- Can demonstrate an understanding of the legal basis, key principles and any updates to relevant legislation (e.g., GDPR and PSN). This knowledge could be evidenced through supporting colleagues with Data Protection Impact Assessments (DPIAs) and any updated processes or guidance shared with the team.
- Demonstrate your foundational understanding of edge network security, including key concepts, protocols, and best practices by providing evidence of your awareness of firewall configurations, secure access controls, encryption methods, and threat mitigation strategies relevant to perimeter and endpoint protection.

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| | <ul style="list-style-type: none">• Provide evidence of your knowledge in relation to subnetting, the practice of dividing a network into two or more networks, – this can be demonstrated via projects notes, assessment or professional discussion.• Demonstrate your understanding of relevant terminology and calculations in relation to electrical power standards. For example, through power requirements for network equipment and calculating power consumption.• Evidence your understanding of protocols including BGP, VRF and OSPF through practical or role relevant examples. This could include static routing configuration and troubleshooting routing issues.• Demonstrate via a professional discussion your understanding of Public Service Network (PSN) operational standards and the impact of noncompliance.• Through a professional discussion describe your understanding of GDPR and how | |
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| | <p>the relevant areas of council policy relate to your role.</p> <ul style="list-style-type: none"> • Describe how your role/team supports the One Medway Council Plan, this could be through a 121 discussion. | |
| <p><u>Experience:</u></p> <p>In your application form you will be able to demonstrate your:</p> <ul style="list-style-type: none"> • Experience working in a team to solve problems by providing examples of collaboration and problem-solving. • Experience in a customer-focused role will be assessed from your application by reviewing your CV and application content for customer service exposure. <p>At interview you will be expected to demonstrate and evidence your:</p> <ul style="list-style-type: none"> • Experience providing guidance and direction to others - this will be assessed through examples of how you supported colleagues in resolving IT issues. | <p><u>Experience:</u></p> <ul style="list-style-type: none"> • Minimum 12 months in post with satisfactory performance. Evidenced by personal records and performance appraisal documents. • Provide a short case study where you have worked to establish the networking configuration, identifying correct equipment, cables, and terminations. • Examples of your experience of maintaining identity systems – this could include supporting documentation includes change logs, configuration backups, and incident resolution records • Demonstrate your experience with at least three examples of implementing multi-factor authentication (MFA) and single sign-on (SSO) solutions. Monitoring and auditing login | <p><u>Experience:</u></p> <ul style="list-style-type: none"> • Minimum 12 months at 4B with satisfactory performance. Evidenced by personal records and performance appraisal documents. • Provide three worked examples of collaborating with internal departments/teams to resolve cross-cutting technical issues—such as secure data sharing, infrastructure upgrades, or compliance with GDPR. Supporting documentation to provide as part of your evidence may include joint project plans, meeting notes, and feedback from stakeholders. • Provide evidence supporting your experience of Edge Network Design. This will include examples showing where you have designed a new edge architecture incorporating next-generation firewalls, redundant links, and secure remote access. Deployed updated configurations that aligned with management’s goals for scalability, security, and performance. Documented the new design and presented it to stakeholders, highlighting improvements in uptime, throughput, and policy compliance. • Through a minimum of three examples demonstrate your experience of managing your workload effectively and meeting project milestones, for example through scheduled and tracked progress of network upgrade tasks to ensure alignment with project milestones and deadlines. • Show how you have effectively communicated analytical findings and technical insights to senior team members, translating complex network data and configurations into clear, actionable information that supports decision-making and |

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| <ul style="list-style-type: none"> • Entry-level experience aiding in IT incident resolution through scenario based question(s). | <p>activity for compliance and security will also support this. Show how you have dealt with connectivity issues. Evidence could include where you have managed connectivity issues on laptops, mobile devices, and Internet of Things (IoT) endpoints. Examples will highlight a strong focus on maintaining accurate configurations aligned with organisational standards</p> <ul style="list-style-type: none"> • Positive stakeholder relationships can be shown through examples of collaboration with internal and external teams (e.g., IT support, security, project managers) to deliver network upgrades. Evidence regular communication with stakeholders through e.g., meetings, reports, and updates. • Showcase how you have worked independently in your role. Examples could include how you configured and deployed network switches and firewalls following project specifications. Evidence will show how you researched and implemented solutions to technical issues, escalating only when necessary. | <p>strategic planning. Evidence to support this could include feedback, emails or other documents to illustrate competency.</p> <ul style="list-style-type: none"> • Provide five examples of actively engaging with colleagues from across the organisation and stakeholders in an enthusiastic but patient and professional manner to maintain network services. • Your experience of monitoring performance and traffic can include where you have used monitoring tools and other fault-finding methods to present findings. Evidence can include your use of visual aids like diagrams, real-time dashboards, and incident trend reports. Supporting materials include presentation slides, annotated diagrams, and meeting summaries. |
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| | <ul style="list-style-type: none">• Evidence your experience of managing work-related pressure through five examples. This could include how you prioritised and resolved multiple support tickets during peak periods. Examples will show how you have worked to deadlines with minimal disruption and adapted to frequent interruptions while maintaining focus on critical tasks.• Provide two examples of your mentoring and training experience. This can be shown through, for example, where you have provided hands-on training in basic networking tasks and safety procedures to colleagues. Mentored apprentices through structured learning plans and shadowing opportunities for interns.• To evidence your experience of presenting fault-finding methods you will provide at least two examples of where you have documented and presented analysis of network outages using diagrams and logs. Examples will show how you delivered concise summaries of | |
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| | incidents during team briefings or post-mortem reviews. | |
| <p><u>Skills:</u></p> <p>In your application form you will be able to demonstrate your:</p> <ul style="list-style-type: none"> • Strong written skills for documentation and reporting by providing examples of documentation, reporting and incident logs you have authored/updated. • Empathy and collaborative communication through examples about e.g., adapting communication for different audiences/examples of customer service where empathy was shown. <p>At interview you will be expected to demonstrate and evidence your:</p> <ul style="list-style-type: none"> • Effective time management skills. These will be assessed at interview through questions about e.g., prioritising tasks under pressure. • Good verbal communication will be assessed throughout the interview | <p><u>Skills</u></p> <ul style="list-style-type: none"> • Provide examples of how you've used your technical analytical skills to identify trends and prevent recurrence. This could be evidenced by reports or dashboards created from network performance data, case studies showing how data was used to solve problems, or examples of simplifying technical data for non-technical colleagues. • Demonstrate how you communicate confidently, clearly and concisely in your role. This could be evidenced by providing examples of training or presentation materials delivered to technical or non-technical audiences, or customer feedback that demonstrates clarity and effectiveness in your verbal communication. • Show how you've demonstrated precision and attention to detail in your role. This could be evidenced by examples of accurately configured network | <p><u>Skills</u></p> <ul style="list-style-type: none"> • Provide examples of how you've explained technical concepts to both technical and non-technical stakeholders. This could be evidenced by training materials or guides written, feedback from users/colleagues on the clarity of your explanations, or examples of translating technical issues in meetings or reports. • Provide examples of how you apply logical thinking. This should include your approach to identifying root causes and implementing effective solutions. Evidence may include network incident reports, troubleshooting documentation, or knowledge base articles authored. Examples could also include diagrams of resolved network topologies or feedback from successful issue resolution. • Show how you have used developed written skills to make clear recommendations for edge network support. Supporting evidence would include items such as evidence of drafting recommendations for network support, alongside the creation and maintenance of LAN plans. Line manager feedback on clarity and accessibility of written documentation to support network planning. • Demonstrate your ability to proactively improve skills through independent learning. This could be through exploring new technologies or scripting languages to improve automation or troubleshooting capabilities. Evidence could include personal projects, or internal tools/process improvements developed and shared with the team • Provide examples of how you have worked with third party contractors, to find, remediate faults or for new installations. This could include how you: documented the issue, resolution steps, and updated network diagrams to reflect the new installation. Emails/notes of communications can also be used to evidence. • Demonstrate how you've reflected on mistakes and shared your learning. Examples could be evidenced by incident reports or post-mortem reviews, personal reflections included in team debriefs, and contributions to knowledge sharing sessions or documentation that highlight lessons learned and improvements made. |

based on clarity and professionalism in your responses.

As part of a skills assessment, you will be expected to show your:

- Logical reasoning and problem-solving through a troubleshooting exercise.

devices, well-maintained documentation, identification and correction of configuration errors, and peer reviews or audits confirming the quality of your work.

- Show how you've adapted to changing technical requirements or environments. This could be evidenced by examples of your involvement in projects requiring rapid configuration changes, handling diverse network setups across different sites, or responding effectively to urgent troubleshooting scenarios.
- Provide worked examples of how you have followed and contributed to the development of procedures. For example, adhering to standard operating procedures (SOPs) and contributed to their improvement by documenting new troubleshooting steps and configuration practices.
- Provide examples of how you've explained technical concepts to non-technical stakeholders. This could be evidenced by training materials or guides written for non-technical staff, feedback

- Evidence how you've positively built and maintained professional relationships. This could be shown through examples which detail records of successful engagements, peer reviews or testimonials, or examples of long-term collaboration with internal teams on recurring projects or support activities.

from users on the clarity of your explanations, or examples of translating technical issues in meetings or reports.

- Provide examples of how you've used analytical skills to retrieve data and present this to the team or stakeholders, for example to solve problems. This could be evidenced by the use of root cause analysis techniques, troubleshooting logs showing systematic investigation, and reports or diagrams that outline problem resolution steps and outcomes.
- You can demonstrate developed problem-solving skills through identifying and resolving faults and proposing solid solutions For examples, recognising recurring issues and applying appropriate remedies, including reconfiguration or hardware replacement, within defined areas of responsibility.
- Provide examples of how you've considered equality and diversity in your role. This could be evidenced by participation in inclusive projects or initiatives, completion of relevant training

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| | <p>(e.g., unconscious bias, inclusive communication), or examples of adapting your communication or support to meet diverse user needs.</p> | |
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