



### **JOB DETAILS:**

<b>Job Title</b>	Network Architect
<b>Pay Band</b>	8a
<b>Hours of Work and Nature of Contract</b>	
<b>Division/Directorate</b>	Digital, Data and Technology
<b>Department</b>	ICT Services Department
<b>Base</b>	

### **ORGANISATIONAL ARRANGEMENTS:**

<b>Managerially Accountable to:</b>	Data Communications Manager
<b>Reports to: Name Line Manager</b>	Dave Slocombe  Data Communications Manager
<b>Professionally Responsible to:</b>	Data Communications Manager

#### **Organisational statement on values and behaviours**

To improve health and deliver excellent care. Put patients first, Work together, Value, respect each other, Learn, and innovate, Communicate openly and honestly.

#### **Job Summary/Job Purpose:**

Responsible for all aspects of the design, commissioning and support of highly specialist network and unified communications (telephony) services for which the post-holder is responsible.

Act as main point of contact for specialist business knowledge regarding said services.

Responsible for taking the lead on major new organisational wide projects and services, namely the business analysis, design, installation and configuration.

Agreement of appropriate service management and supported service/maintenance arrangements for the on-going service as part of deployment.

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Responsible for support of the existing specialist network and unified communications (telephony) services.

Responsible for the performance of the said systems and the services.

In conjunction with the Data Communications and Systems Manager, be responsible for defining the longer term infrastructure strategy, to ensure that core infrastructure will continue to meet constantly changing user and stakeholder needs.

## **DUTIES/RESPONSIBILITIES:**

### **Communication and Relationship Skills**

- To effectively communicate complex, and multi stranded concepts and problems to colleagues (whom may be technical or non-technical) at all levels within BCU Health Board, the wider NHS, public sector stakeholders, and external contractors/suppliers.
- Communicates and presents a range of complex Network and Unified Communications issues.
- Develop, maintain and initiate relationships with users and significant key public sector stakeholders (e.g. Senior managers, Consultants, Trust ICT colleagues).
- Acts as a professional mentor to colleagues as required.

### **Knowledge, Training and Experience**

- Maintain up-to-date specialist ICT knowledge of emerging technologies in support of equipment procurement, developments and how these underpin patient care and delivery.
- Researching, exploring and making effective use of new technologies, and taking a leading role in the provision of new functionality and development expertise.
- Articulates and educates, a broad range of complex Network and Unified Communications issues.
- Responsible for inputting and manipulating complex data, and information into computer and communication management systems - uses fine tools when working on IM&T systems, using a broad range of analytical skills and knowledge as necessary.

### **Analytical and Judgemental Skills**

- To analyse and resolve highly complex data network and telecommunications infrastructure issues where no precedent exists in a timely and accurate fashion, in order to effectively support clinical and corporate service user needs.
- To regularly analyse complex data relating to activities and usage of the Health Board's Local, wide and wireless area network infrastructures, telecommunication, and paging systems using specialist network system management tools to ensure that optimum performance and capacities are able to meet current and future needs (capacity planning) – advising the Data Communications Manager of any potential problem areas requiring investment.
- In conjunction with the Data Communications manager, develop and manage complex Programmes for ICT infrastructure implementation extending over several years, to include replacement and upgrades.

### **Planning & Organisational Skills**

- Leads on major infrastructure development projects using new information and communication technologies, resolving as required any problems resulting from a situation

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where there are no precedents. These problems may be technical or organisational, in that business processes are affected and therefore stakeholder consent is involved.

- Responsible for the planning and effective project management of data and telecommunications installations, and upgrades, including Estates led schemes as directed by the Data Communications Manager.
- Significantly contribute to the planning, design and development of, and be responsible for the maintenance and monitoring of data network security systems (such as Firewall, intrusion detection and prevention systems, access authentication systems, and remote network access systems) to ensure the integrity and availability of mission critical network services.
- Assist the Telecommunications Services Manager, to plan for and facilitates moves, adds and change requests from end users in relation to their telephony requirements, ensuring that staff are restricted to an appropriate class of service.
- Liaise with third-party data and telecommunications service providers during system developments and upgrades. This will involve planning, installation and systems integration, to ensure contractual obligations are met in a timely manner, and to ensure that full acceptance testing is carried out following installations and upgrades.

#### **Responsibility for Patient/Client Care**

- Occasional, incidental interaction with Patients.

#### **Responsibility for Policy/Service Development**

- In conjunction with Data Communications Manager and ICT System Manager, establish longer term development strategy and short / medium term priorities, through a thorough informed understanding of the business processes of stakeholders and gaining their consensus where barriers to understanding may exist.
- Understanding and interpreting current relevant legislation e.g. the Network and Information Systems (NIS) directive, and ensuring that reporting and compliance requirements are met. Ensure compliance with the Data Protection Act GDPR, NHS Information Authority guidance, and Health Board policies relating to security and confidentiality of information.
- Work closely with the ICT Service Delivery Team to implement and maintain ITIL methodology in relation to data communication and telecommunication matters.
- Significantly contribute towards the development of appropriate operational procedures and policies to ensure that the integrity and security of local, wide area, and wireless networks, and telecommunications systems are maintained in line with the Health Board and all Wales security policy.
- Ensure that agreed ICT Systems change control procedures are followed at all times, and recommend new change control procedures where necessary.
- Ensure that agreed ICT policies and procedures are met at all times. Significantly contribute towards ICT policy change where required.
- Significantly contribute the development of, and maintain a comprehensive set of standardised technical documentation and inventory for the local, wide area, and wireless networks, telephony and paging systems, including a network and telecommunication device asset database, a set of network/telecommunication infrastructure system diagrams, and the BCUHB network addressing scheme.

#### **Responsibility for Financial & Physical Resources**

- Assist and advise the Data Communications Manager on matters relating to the Health Board's data networks, Telephony, video-conferencing, and Paging systems

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(telecommunications), and plan the co-ordination and monitoring of third party installations, maintenance, and support contracts.

- Responsible for ensuring that the ICT Risk Register is kept up to date with all known risks to the ICT infrastructure for own area of work.
- Authorises purchase of IM&T equipment.
- Partake, as part of an approved Major Incident Escalation plan, in Major Incidents that may occur to network and telephony infrastructure (e.g. outages to core equipment, and or services).

#### **Responsibility for Human Resources**

- Provide team leadership, advice, guidance and technical training in field of expertise to the Voice and Data Engineers, and other ICT team members as required.
- Where required, assist the Data Communications Manager with the recruitment of new staff.
- Deputise for the Data Communications Manager as required.
- Provide all aspects of technical training and advice in areas relevant to own expertise across all specialist BCUHB.
- Acts as a professional mentor to colleagues as required.

#### **Responsibility for Information Resources**

- To manage the highly complex configuration, deployment, monitoring, and upgrading of all BCU Health Board Local Area Network (LAN), Wide Area Network (WAN), Wireless Local Area Network (WLAN) infrastructures, telephony (including public facing switchboard services), video conferencing, and paging systems, to ensure maximum availability in support of clinical and business applications, so as not to impede patient care or corporate functions.

#### **Responsibility for Research & Development**

- Maintain high level of knowledge of new technologies, understanding the potential benefits they may have in infrastructure development and the way those systems impinge upon patient care.
- Researching, exploring and making use of effective new technologies, and taking a leading role in the provision of Network / Security functionality and development expertise.
- Responsible for the testing of Hardware, Software and Firmware.

#### **Freedom to Act**

- Work independently and without direct supervision, and take decisive action as required.
- Take immediate action to minimise risks where it is reasonably practicable to do so.

## **PERSON SPECIFICATION**

<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>Qualifications and/or Knowledge</b>	<p>Masters and / or equivalent skills and experience. (Masters alone would not be sufficient)</p> <p>Degree level attained in a management and / or IM&amp;T subject, or equivalent experience.</p> <p>One of MCITP (Microsoft Certified IT Professional and / or equivalent such as Cisco Certified Network/Design Professional. (CCNP/CCDP)</p> <p>Working knowledge of computing, network, or voice systems, including the following areas;</p> <ul style="list-style-type: none"> <li>• Cisco Catalyst and Nexus Switches, including High Availability and redundancy features</li> <li>• Cisco Routers and IOS</li> <li>• Routing Protocols including OSPF and BGP</li> <li>• Firewalls (Palo Alto, CheckPoint, or Cisco ASA)</li> <li>• HP-UX/LINUX</li> <li>• VMware vSphere / Microsoft Hyper V</li> <li>• Storage Networking</li> <li>• ICT Security architectures</li> </ul>	<p>Knowledge of techniques for troubleshooting computing systems, networks, ICT security.</p> <p>PRINCE2 Project Management Accreditation.</p> <p>Good working knowledge of the Network and Information Systems (NIS) directive.</p> <p>Comprehensive understanding of ISO 27001/ and how ISMS contribute to improved systems, and patient safety.</p>	<p>Application form and pre-employment checks, and Interview.</p>

<b>Experience</b>	<p>Significant experience working in Design and support within a large scale complex IT environment.</p> <p>Proven record of management of successful and substantial data centre development and implementation.</p> <p>Proven record in delivery of operational and strategic services.</p>	<p>Experience of Voice and data infrastructure systems.</p> <p>Understanding of NHS Clinical / Administrative Information and IT requirements.</p> <p>Experience of liaising with others to complete a computing related project. (e.g. project team members, project stakeholders, etc.)</p>	Application form and interview.
<b>Aptitude and Abilities</b>	<p>Logical and creative thinking, along with analytical and problem solving skills.</p> <p>ICT Infrastructure and Systems analysis and design.</p> <p>Implement Change Management methodology within team environment.</p> <p>Must have good IT/Keyboard skills demonstrable across Microsoft Office Suite of applications.</p> <p>Ability to conduct own research into ICT issues, systems and products as required.</p> <p>Ability to effectively prioritise tasks in a high pressure environment.</p> <p>Ability to stay calm and communicate effectively in a stressful situations, and use own initiative.</p> <p>Influencing skills.</p> <p>Skills in leadership and managing</p>	Ability to speak Welsh.	Interview.

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	<p>teams, and manage/motivate staff by creating personal development plans and identifying training needs.</p> <p>Financial management skills.</p>		
<b>Values</b>	<p>Excellent customer service orientation.</p> <p>Highly professional and flexible attitude to work.</p> <p>Demonstrate good communication skills, and the ability to communicate complex ICT related issues to technical and non-technical colleagues and stakeholders.</p> <p>Strategic thinker.</p> <p>Ability to work alone or as part of a team.</p> <p>Demonstrate commitment, and willingness to learn and develop.</p> <p>Ability to deal with difficult situations, and make decisions accordingly.</p> <p>Demonstrate a keen attention to detail.</p>		<p>Application Form</p> <p>Interview</p> <p>References.</p>
<b>Other</b>	<p>Ability to travel within geographical area.</p> <p>Able to work hours flexibly.</p>		<p>Application form and interview.</p>

### **GENERAL REQUIREMENTS**

Include those relevant to the post requirements

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution

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to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.

- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB or Trust Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.



- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have \* direct / indirect contact with\* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau \*Standard / Enhance Disclosure Check as part of the HB/Trust's pre-employment check procedure. \*Delete as appropriate.  
If the post holder does not require a DBS Disclosure Check, delete as appropriate.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.

**Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

## APPENDIX 1

**Job Title:** Network Architect\_\_\_\_\_

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## Organisational Chart

The Organisational Chart must highlight the post to which this job description applies showing relationship to positions on the same level and, if appropriate, two levels above and below.

Complete, add or delete as appropriate the text boxes below showing the organisational relationships.

