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| <b>POST TITLE:</b>                         | Senior Data Network Specialist                   |
| <b>BAND:</b>                               | 7  |
| <b>ACCOUNTABLE TO:</b>                     | Head of Support Services - THIS                  |
| <b>RESPONSIBLE TO:</b>                     | IT Infrastructure Manager – Network and Telecoms |
| <b>LINE MANAGEMENT RESPONSIBILITY FOR:</b> | N/A  |

## JOB OVERVIEW

The post holder will be an active member the Network team, working under the leadership of the Infrastructure Manager for Network and Telecoms; to deliver connectivity for domain controllers, servers, system hosting, backups, virtual server infrastructure, IP Telephony, Wi-Fi and proactive monitoring tools.

Part of the role will be to establish new and continue to maintain ongoing documentation and ensure that service desk support requests are allocated correctly and prioritised.

The role of the Network Specialist is to ensure consistent delivery of the network infrastructure; supporting multiple sites and around 20,000 network connections and 17,000 network endpoints throughout South & West Yorkshire and beyond. The role is to actively assist in the organisation and capacity planning of all Network support activities and staff, helping focus on individual and Team performance & productivity.

The post holder will be expected to provide complex analysis of internal and external performance data; identify, engage and communicate with managers and stake holders within highly complex scenarios where business and clinical strategy programmes will be determined at executive level. The post holder will be required to lead on performance improvement initiatives throughout the Network Operations; identify none compliance vulnerabilities and report to the Network Manager, record any activities and actions taken to address these in accordance with stake holder contracts. The post holder will work to deliver consistent support throughout the customer bases to ensure a resilient Network infrastructure exist. The role will be expected to participate in highly sensitive and sometimes confidential investigations and report/evidence certain technical information when requested.

Part of this role will be to provide support to a number of geographical locations throughout the North of England -predominantly South and West Yorkshire; delivering services to a number of customer organisations such as the NHS, Government HM Prisons and Private Health Care companies AQPs. With guidance you will be responsible for managing your own day to day support tickets, as well as having the opportunity to be part of a number of NHS infrastructure projects to deliver new systems and capabilities to meet the current and future requirements of our customers.

## DETAILED JOB DESCRIPTION AND MAIN RESPONSIBILITIES

The postholder:-

- Assist in the effective running of the Network & Telecoms Operations Centre, and actively participate in supporting the Service Delivery structure.
- Ensure the Network and all peripherals associated with the network are maintained to the agreed standards and services continually delivered in accordance with Service Level agreements (% up-time), and that all steps are taken to ensure service resilience is optimized at all times.
- Provide both written and verbal specialist advice across a range of IM&T areas eg Wireless networks, LAN / WAN, system applications.
- Interpret, analyse and report highly complex data analysis information to an executive level audience. Provide confidential or sensitive information relating to internal investigations and ensure information to delivered in a safe and secure platform.
- Investigate a range of specialist or complex IM&T issues in relation to Network and Telecommunication infrastructure.
- Responsible for strategic planning within specialised areas, designing robust, cost effective, resilient network platforms incorporating data security.
- Provide and deliver specialised training to the internal teams when required.
- Manage network projects and assist in developing a future support strategy
- Take the lead on Project initiatives and attend relevant meetings providing expertise and guidance to both technical and non-technical colleagues and customers.
- Attend Meetings on behalf of the Team Leader / Network Manager and other Managers where appropriate.
- Actively participate in the design & financial decision making of the department in terms of network hardware and license requirements.
- Actively promote, in conjunction with the Network Manager, the importance of accurate recording of activity by all staff working within the Network operations Centre.
- To provide network support to both internal and external stakeholders, working in conjunction with other I.T support departments.
- Identify where possible efficiencies can be made; promote the service offerings to increase additional income to ensure a good financial position for the business.
- Be responsible for the coordination of Incidents and Problems associated to the Network and ensure these are regularly followed up and resolved within the agreed SLA's whilst following all THIS policies and procedures around service management.
- Give support to all other support colleagues, as required, for their own areas within the THIS Support Services Function. (e.g. Server Manager, 1st/2nd Line Support Manager)
- Participate in working across all site localities within The Health Informatics Service and that of its commercial business customers/partners.
- Occasional work within HM Prison establishments which require post holder to apply for Counter Terrorism Clearance.
- Participate in the Network on-call service providing essential network cover out of hours and bank holidays.
- Deputise for the Network Team leader / Network and Telecoms Manager as required

***This job description is an outline only and is not definitive or restrictive in any way. It will be regularly reviewed and may be amended in the light of changing circumstances following consultation with the post holder.***

**PERSON SPECIFICATION**

**ROLE TITLE: Senior Data Network Specialist**

**BAND: 7**

| REQUIREMENTS  | Essential or Desirable | Application | Interview | Reference |
|---|------------------------|-------------|-----------|-----------|
| <b>QUALIFICATIONS / TRAINING</b>  |                        |             |           |           |
| Educated to masters degree level or equivalent experience within this specialty.  | E                      | X           | X         | X         |
| CCNA qualification (Cisco Certified Network Associate), Industry standard qualification or equivalent experience  | E                      | X           | X         | X         |
| ITIL Foundation for service delivery.   | D                      | X           | X         |           |
| Qualification in the following subjects; Computer science, Computer software/computing, systems engineering   | D                      | X           | X         |           |
| Able to demonstrate a commitment to undertaking on-going training and qualifications necessary to enable effective delivery of the service.   | E                      | X           | X         |           |
| <b>KNOWLEDGE, EXPERIENCE &amp; EXPERTISE</b>  |                        |             |           |           |
| In-depth level of experience of Network management infrastructure and topologies.   | E                      | X           | X         | X         |
| Experience in handling expensive IT hardware in accordance with Service standards.  | E                      | X           | X         | X         |
| Good knowledge of Planning & Delivering on key programmes of work   | E                      | X           | X         |           |
| Proven track record of understanding network configuration and interpreting data from complex monitoring software and reporting tools.  | E                      | X           | X         |           |
| Excellent understanding and experience of troubleshooting of networking LAN / WAN protocols (in particular TCP/IP)  | E                      | X           | X         | X         |
| Good understanding of ITIL Service Management methodology.  | D                      | X           | X         | X         |
| Experience in working in the NHS or other large organizations   | D                      | X           | X         | X         |
| Must be able to work independently with the freedom to make decisions within agreed objectives.   | E                      | X           | X         | X         |
| Familiarity of management systems good understanding of procedures and policies.  | E                      | X           | X         |           |
| Expert in Network Infrastructure deployments, including timelines & topologies.   | E                      | X           | X         |           |
| High level knowledge of configuration and change management systems and procedures.   | E                      | X           | X         |           |
| Specialised knowledge of complex Network infrastructures and experienced in delivering network support to multitenancy platforms.   | E                      | X           | X         |           |
| Experience / working knowledge of using firewalls / firewall within software  | E                      | X           | X         |           |
| Experience / working knowledge of supporting an Enterprise Wi-Fi solution   | E                      | X           | X         |           |
| Ability to draw out theory into Diagrams eg Microsoft Visio   | D                      | X           | X         | X         |
| Aptitude around version control   | E                      | X           | X         |           |
| Attention to detail.  | E                      | X           | X         |           |
| Developed physical skills; advanced keyboard use; highly developed physical skills, accuracy important; manipulation of fine tools, materials. Inputting and manipulating data, information into computer databases, system; uses fine tools when working on IM&T systems | E                      | X           | X         |           |
| <b>COMMUNICATION AND RELATIONSHIPS (INCLUDING MANAGEMENT RESPONSIBILITIES)</b>  |                        |             |           |           |
| Ability to document complex installations to pass knowledge to other teams  | E                      | X           | X         |           |
| Good time management skills   | E                      | X           | X         |           |
| Excellent written and verbal reports.   | E                      | X           | X         |           |
| Communicates complicated, difficult to explain IM&T issues to non IM&T staff/suppliers; communicates very detailed IM&T information within the infrastructure team.   | E                      | X           | X         |           |

DBS REQUIREMENT

*This position is not eligible for a DBS check.*