JOB DESCRIPTION

JOB TITLE:	Network Engineer
DIVISION:	Digital Services
SALARY BAND:	7
RESPONSIBLE TO:	Senior Network Engineer
ACCOUNTABLE TO:	Network Manager
HOURS PER WEEK:	37.5
MANAGES:	**Directly:** N/A
	Indirectly: N/A

JOB SUMMARY:

The network engineer role will focus on servicing complex incidents and requests relating to the trust's network infrastructure and associated systems, as well as maintaining and reporting on all aspects of the network infrastructure, network security and associated systems.

Utilize extensive knowledge, training, experience, communication, and problem-solving skills to work collaboratively with end users, other digital services colleagues, and third-party suppliers to troubleshoot and produce effective and timely solutions.

Resource network requirements for complex project workstreams led from within the team, from the wider digital services group and other services within the trust.

Date of the JD review: 8/09/2023

MAIN DUTIES AND RESPONSIBILITIES

Royal Free World Class Values
The post holder will offer World Class Care to service users, staff, colleagues, clients and patients alike so that everyone at the Royal Free can feel:

- *Welcome* all of the time
- *Respected* and cared for
- Confident because we are clearly *communicating*
- *Reassured* that they are always in safe hands

1. **Communication & Relationship Skills**
   - Engage with large groups of internal and external stakeholders of varying technical ability on a broad range of complicated, confidential, contested, or difficult to convey discussion points, both written and verbally.
   - Utilize extensive communication skills and experience to negotiate challenging situations and steer towards the required course of action.
   - The timely and effective handling of enquiries, requests for guidance and major incidents.

2. **Knowledge, Training & Experience**
   - Comprehensive understanding and extensive experience in supporting IT networking, network security and associated technologies and services in large and complex healthcare environments.
   - In-depth understanding and experience of IT network and wider digital services processes and procedures supported by higher education, specialist training and hands on experience.
   - Experience and knowledge of Cisco routing and switching to a CCNP level with an excellent understanding of dynamic routing protocols such as RIP, EIGRP, OSPF and BGP.
   - Experience in managing large scale networks incorporating LAN, WAN, Wi-Fi, and network security technologies from Cisco, Aruba, Checkpoint and Palo Alto.
   - Comprehensive understanding of network monitoring, alerting and security systems, such as SolarWinds, Cisco Prime, Cisco DNAC, Splunk, Tenable and Darktrace.
   - Strong understanding of data protection and information governance principles and their application within healthcare environments.
   - Knowledge and experience of supporting scalable and highly available data centre networks, incorporating technologies such as SDN, Cisco ACI, enterprise authentication using Microsoft NPS and Cisco ISE, Network Access Control (NAC), VMWare and Checkpoint Cloud Guard.
   - Extensive experience in managing a broad range of network related systems, such as Infoblox DHCP, Microsoft and Infoblox DNS, Infoblox IPAM and a range of operating systems across desktop, server, and mobile platforms.

3. **Analytical and Judgemental Skills**
   - Utilize specialist knowledge and experience to investigate complex and often unique IT issues, analyse associated logging and reporting data, co-ordinate resources across multiple internal and external teams, to mitigate impact to the

world class expertise ✦ local care

Positively welcoming   *Actively* respectful   *Clearly* communicating   *Visibly* reassuring

organization, identify underlying route causes and implement permanent resolutions.

- Interpret and report on the performance levels and forecast trends for network services, such as utilization, availability, capacity planning and response times.

4. Planning & Organizational Skills
- Plan and initiate complex multielement workstreams requiring multiple levels of approval, numerous adjustments to the associated tasks and allocated resources and with far reaching impact across the department and potentially across the organization.
- Co-ordinate and schedule activities with relevant stake holders to seek required approval, minimize associated disruption, put in place suitable contingencies, resolve any potential conflicts, and keep relevant parties informed.

5. Physical Skills
- Good keyboard and mouse skills to manipulate data quickly and efficiently, produce topology diagrams and undertake live audio/visual presentations.
- Deployment of sophisticated IT network equipment and complex cabling with precision in restricted environments and often under severe time constraints.
- Able to utilize specialist equipment requiring training and experience.

6. Responsibility for Patient/Client Care
- Some level of interaction required with patients in line with core values of the trust.
- Limited amount of patient interaction when working with patient facing IT systems and services.
- Taking a patient centric approach when developing, deploying, and maintaining critical trust network systems.

7. Responsibility for Policy/Service Development
- Amend, develop, and publish IT policies and procedures for use within the immediate service as well as review and feedback on others within the wider department and organization.
- Identify and assess opportunities for new services that provide improvements and drives efficiency for the organization and overall experience for staff and patients.

8. Responsibility for Financial & Physical Resources
- Scope out network infrastructure and other IT budgetary requirements to support the activities, projects, and strategic goals of the local service, as well as across digital services functions.
- Advise on budgets in line with program variations and any associated physical and software assets.
- Responsible for the use, physical security, maintenance and support of high value IT equipment and software installations.

9. Responsibility for Human Resources
- Co-ordinate and track workstreams and activities within team members and across other IT and non-IT teams.
- Create documentation and training material for newly deployed systems and configuration changes that affect existing procedures and provide hands on

cross-training for other members of the team and where necessary to other IT and non-IT personnel.

10. Responsibility for Information Resources
- Design, implementation, and ongoing management of data repositories for performance and availability metrics of critical IT systems, network access visibility, security compliance and status, network utilization, access, and network audit logs.
- Continued development of information systems, resources, and associated functionality to meet evolving technology and threat landscape.
- Utilize and consolidate multiple data sources to report on the performance levels of network services, availability, network utilization, security posture and incidents.

11. Responsibility for Research & Development
- Evaluate emerging technologies to develop the capabilities of the trust network, ensure compliance with local and national data and security requirements, maximize performance and improving security to remain ahead of evolving cyber threats.
- Create and implement controlled testing processes for existing systems to validate configuration and adherence to expected behaviours and impact.

12. Freedom to Act
- Able to translate high level departmental and organizational standards and best practice to establish which are applicable and formulate a suitable strategy to implement within appropriate timescales.
- Expected to be highly self-motivated, able to work under their own initiative without supervision under time critical circumstances, keep the team abreast of progress and co-ordinate additional resources across multiple teams as required.

13. Physical Effort
- Frequent requirement to perform complex tasks on network appliances, structured data cabling and other devices requiring moderate physical effort for potentially significant periods of time.

14. Mental Effort
- Regular meetings and interactions of a highly technical nature requiring high concentration levels.
- Work patterns can often be unpredictable with urgent priorities requiring re-prioritization of ongoing workloads.

15. Emotional Effort
- Due to the level and volume of interactions with all manner of internal and external staff, occasional distressing or emotional situations may arise.

16. Working Conditions
- Frequent requirement to work in environments that can be a combination of noisy, cramped, and hot.
- Required to use Visual Display Unit equipment continuously on most days.
- Occasional requirement to work in hazardous conditions, such as plant rooms and construction sites.

- Required to work flexible hours, including weekends and bank holidays to minimize impact of disruptive works.
- Required to participate in an out of hours support rota.
- Requirement to travel between trust sites.

GENERAL RESPONSIBILITIES

Infection Control

Infection control is everyone's responsibility. All staff, both clinical and non clinical, are required to adhere to the Trust's Infection Prevention and Control policies and procedures and the Health Act (2006) Code of Practice for the prevention and control healthcare associated infections and make every effort to maintain high standards of infection control at all times thereby reducing the risk of Healthcare Associated infections.

It is the duty of every member of staff to take personal responsibility for the prevention and control of infection, as laid down in the Trust's polices and procedures which reflect the statutory requirements of the Hygiene Code.

- To work in close collaboration with the Infection Control Team.
- To ensure that monitoring of clinical practice is undertaken at the agreed frequency.
- To ensure that the ward environments are cleaned and maintained to the highest standards; ensuring that shortfalls are rectified, or escalate as necessary.
- To ensure that all relevant monitoring data and issues are provided to the Directorate's Governance structures.
- To ensure that all staff are released to attend infection control-related educational sessions and staff with specialist roles, e.g. link practitioners, are released to undertake their duties.

Health and Safety at Work

The post holder is required to:

- Take reasonable care for the health and safety of himself/herself and other persons who may be affected by their actions or omissions at work.
- Co-operate with the employer in ensuring that all statutory and other requirements are complied with.

Confidentiality & Data Protection

The post holder has a responsibility to comply with the Data Protection Act and General Data Protection Regulation 2018 and maintain confidentiality of staff, patients and Trust business.

If you are required to process information, you should do so in a fair and lawful way, ensuring accuracy is maintained. You should hold information only for the specific registered purpose and not use or disclose it in any way incompatible with such a purpose.

You should disclose information only to authorised persons or organisations as instructed. Breaches of confidentiality in relation to information will result in disciplinary action, which may include dismissal. Employees are expected to comply with all Trust policies and procedures and to work in accordance of the Data Protection Act and General Data Protection Regulation 2018. For those posts where there is management or supervision of other staff it is the responsibility of that employee to ensure that their staff receive appropriate training (e.g. HISS induction, organising refresher sessions for staff when necessary.)

Conflict of Interest

The Trust is responsible for ensuring that the services for patients in its care meet the highest standards. Equally, it is responsible for ensuring that staff do not abuse their official position, to gain or benefit themselves, their family or friends.

Equality and Diversity

The Trust values equality and diversity in employment and in the services we provide. It is committed to promoting equality and diversity in employment and will keep under review our policies and procedures to ensure that the job related needs of all staff working in the Trust are recognised. The Trust aims to ensure that all job applicants, employees or clients are treated fairly and valued equally regardless of sex, marital status, domestic circumstances, age, race, colour, disablement, ethnic or national origin, social background or employment status, sexual orientation, religion, beliefs, HIV status, gender reassignment, political affiliation or trade union membership. Selection for training and development and promotion will be on the basis of the individual's ability to meet the requirements for the job.

You are responsible for ensuring that the Trust's policies, procedures and obligation in respect of promoting equality and diversity are adhered to in relation to both staff and services.

Vulnerable Groups

To carry out responsibilities in such a way as to minimise risk of harm to children, young people and vulnerable adults and to promote their welfare in accordance with the Children Act 2004, Working Together to Safeguard Children (2018) and the Care Act 2014

Smoke Free

The Trust implements a Smoke Free policy that applies to all staff. Staff are not allowed to smoke while wearing a recognisable Trust uniform or visible trust identification badge, and not allowed to smoke anywhere on hospital grounds. Staff are not allowed to take additional breaks in order to smoke. They may smoke during designated breaks but only out of uniform and off site. Staff contravening this policy may be subject to disciplinary procedures**.**

Standards of dress

All staff are expected to abide by the Trust's guidance on standards of dress.

This job description outlines the current main responsibilities of the post. However the duties of the post may change and develop over time and may therefore be amended in consultation with the post holder.

Sustainability

The Trust places great importance on sustainable development, reducing their carbon footprint and maximising the positive social, economic, and environmental outcomes of Trust actions and activities. As an employee it will be your responsibility to minimise your environmental impact, use resources efficiently, saving energy by switching off unnecessary equipment, reducing waste generation, using recycling/redistribution facilities, minimising travel, and saving water when possible. If your role involves

purchasing/ordering supplies, you must consider the environmental impacts and purchase optimal sustainable products and services.

Sustainability is integral to the Trust achieving the NHS Net Zero target. All staff are therefore expected to be aware of the Greener RFL & NHS agenda (via induction/ESR/other training) and actively encouraged/supported to implement new ways of working within their field of expertise that reduce harmful emissions and waste.