

Job Description

Position Details		
Faculty/Professional Support Service	Services Group	
School/Department	Information Systems and Digital Services	
Division/Section/Unit	ISDS	
Job Title	Infrastructure Engineer – Network Operations	
Vacancy No	Recruitment Team	
Grade	Grade 7	
Hours of Work	35 Hours per week	
Contract Duration (Perm/Fixed Term)	12 Months Fixed-Term	
Reports To (Job Title)	Infrastructure Team Leader – Network Operations	
Responsible For (Job Title)	n/a	

Principal Accountabilities
<ul style="list-style-type: none">To support the development and maintenance of Infrastructure services and systems, as part of a team that focuses on a particular specialist area (e.g. networks, security, servers, collaboration, identity management, end user computing, data centre operations, web & database).To provide third tier support by utilising and developing the necessary tools and materials for first and second tier support.To work closely and support colleagues and customers in a training role, promoting best practice for current applications and new developments.

Key Tasks
<ul style="list-style-type: none">Communicate effectively and act as a key liaison with customers, team members and colleagues across the University. Be able to manage customers' expectations, clearly explaining what is realistically possible or not.Be willingly responsible for delivering your own results as well as those of your team, keeping others informed of progress and of potential problems once they are predictable.

- Establish effective working relationship with software suppliers; understand their business practices and how to best tailor them to the needs of your customers.
- To understand the interaction and importance of all systems within your assigned responsibility and control.
- To ensure the integration of new solutions with existing products and services being delivered.
- To inform line management of any risks to systems as soon as they become apparent. To plan and manage complex projects of a technical nature, balancing available resources (timelines and technology) and monitoring progress against plans in order to maximise the likelihood of successful delivery.
- Be responsible for making timely decisions within the limits of your authority. Adopt a rational approach to problem solving breaking it down into its components and treat each appropriately.
- As an infrastructure engineer, research and develop skills, standards and solutions in new technologies while promoting existing services and working within University standards.
- Establish a detailed knowledge of the roles of other teams and individuals within ISDS, as well as those outside ISDS related to the relevant business areas, in particular where systems and services interact. Know-how and from whom to elicit help.
- In addition to University provided training and development, undertake sufficient personal and professional based development as required, ensuring skills and knowledge are up to date so that the role is performed to the required level.
- To disseminate, gather and share information in order to further own knowledge and that of colleagues and customers
- To follow existing process documentation and support the development of documentation to support ISDS business processes.
- Educate colleagues across the University for best practice in systems administration and configuration. Utilising the necessary tools, documentation, and training.
- Promote and assist in the implementation of strategies, policies and procedures that seek to guide and shape the IT Support Service delivered by Computing Services.
- Provide third line engineer support. Periodically analyse third tier requests, identifying patterns and providing any tools/documents/training to ISDS teams to solve these issues.
- To give advice and to develop and deliver sessions in IT topics to staff using a variety of formats in order to help them make effective use of the ISDS Directorate.
- To provide solutions to multi-faceted problems, and anticipate how those solutions might be applied to other aspects of service provision.
- To contribute to a variety of networks within and beyond ISDS and the University.
- Liaise with staff to ensure delivery of quality services and work closely with colleagues from other areas of ISDS to support service development and enhancement.

Special Features

Standard University core business hours are between 8am-5pm, Monday to Friday. From time to time you will be required to work outside these hours, for example to manage maintenance during less disruptive periods such as a 7.00 am start on Tuesdays for the 'at-risk' period.

The University operates an "out-of-hours" system to ensure service continuity. The post-holder will be required to participate in out-of-hours activity as required, undertaking occasional duties outside of standard University hours including evenings or weekends.

The post-holder will ensure full compliance with all Data Protection laws and any relevant University policies and guidelines.

Miscellaneous

You have a legal duty, so far as is reasonably practicable, to ensure that you do not endanger yourself or anyone else by your acts or omissions. In addition you must cooperate with the University on health and safety matters and must not interfere or misuse anything provided for health, safety and welfare purposes.

You are responsible for applying the University's Equal Opportunities Policy in your own area of responsibility and in your general conduct.

You have a responsibility to promote high levels of customer care within your own areas of work.

You are expected to co-operate with the PDR process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with you. Such agreement should not be unreasonably withheld.

You may be required to undertake a specific Health & Safety role, commensurate with your grade, to support the University in meeting its statutory Health & Safety obligations. This could include acting as a DSE Assessor, First Aider, Fire Marshall or Departmental Safety Co-ordinator. The allocation of such roles will be subject to the provision of appropriate training and assessment of competence.

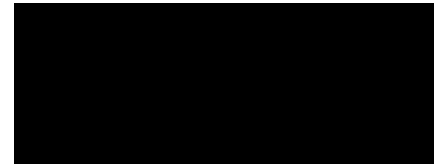
You may, with reasonable notice, be required to work at any of the Manchester Metropolitan University sites.

You have the responsibility to engage with the University's commitment to Environmental Sustainability in order to reduce its waste, energy consumption and carbon footprint.

You have the responsibility to engage with the University's commitment to delivering value for money services that optimise the use of resources and therefore should consider this when undertaking all duties and aspects of your role

Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the job holder.



Person Specification

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.



All disabled candidates who meet the minimum essential criteria will be included on the shortlist.

Selection Criteria					
Attributes		Item	Relevant Criteria	Identification Method	Rank
1	Skills & Abilities	1.1	Good communication, both written and oral, with the ability to exchange complex technical concepts in a manner appropriate to the audience	A,I	E
		1.2	Ability to prioritise own workload and make an active contribution to the team	I	E
		1.3	Ability to maintain collaborative working relations across organisational boundaries	A,I,	E
		1.4	Ability to deliver a consistently high standard of customer-focussed service reviewing and adapting services, ensuring that the customer's needs are understood and met	A,I,	E
		1.5	Ability to monitor own progress against project plans and to identify the need for further action and resources	I,	E
		1.6	Ability to analyse complex situations, explore, evaluate and recommend potential solutions	A,I,	E
		2	General & Specialist Knowledge	2.1	As an Infrastructure Engineer you are required to have awareness and understanding of the following. <u>Essential Skills</u> <ul style="list-style-type: none">Cisco networking CCNA qualification/equivalent or substantial experience required as a minimum.Experience of running an enterprise class network service.Experience of designing new or substantially upgrading network topologies and services.

			<ul style="list-style-type: none"> • Evidence of ability to quickly acquire knowledge of new technologies, systems and services. • Experience of installation, configuration, management and administration of network infrastructure: e.g. switches and routers. • Experience of configuration, management and administration of network services: e.g. DHCP, DNS, IP address allocation planning, VPN, RADIUS/TACACS+, Syslog, NTP. • Experience of configuration, management and administration of network management systems. • Knowledge of protocols in the Internet Protocol Suite: e.g. TCP; UDP; ICMP Knowledge of routing protocols. • Knowledge of IPv6 and multicast routing and streaming: e.g. PIM, IGMP, MSDP • Knowledge of link layer technologies and protocols: e.g. Ethernet; speed/duplex negotiation; PoE; spanning tree; LACP. • Knowledge of techniques and technologies for network management and troubleshooting. • Knowledge of installation, testing and troubleshooting standards and practice for copper and optical fibre communications cabling. <p><u>Desirable</u></p> <ul style="list-style-type: none"> • Cisco networking (CCNP) or similar qualifications. • Experience of developing and managing relationships with vendors, resellers and other services providers. • Knowledge of the technologies to facilitate transport of converged voice, video and data communications services over a common infrastructure. • Knowledge and awareness of current malware issues and techniques for protecting networks against such threats. 		
3	Education & Training	3.1	A first degree or equivalent qualification, or equivalent experience	A, I, C	E
		3.2	An ITIL qualification or experience of working within ITIL processes.	C	D
4	Relevant Experience	4.1	Experience of project work, including working in teams and on multiple tasks simultaneously.	A,I,	E
		4.2	An understanding of third line IT support and the processes associated with it.	A,I,	E
		4.3		A,I	D

		4.4	Experience of effective working in a service-based environment. Previous experience of working in the Higher Education sector.	A,I	D
5	Special Requirements	5.1	Able to work outside normal hours (evenings and weekends) as may be required.	I	E
Date of Revision			March 2017		
Key			Identification Method	A	Application Form
				I	Interview
				T	Test
				C	Copy of Certificates
				P	Presentation
				G	Group Assessment
			Rank	E	Essential
				D	Desirable