

JOB DESCRIPTION

JOB DETAILS	
Job Title	Network Engineer
Reports to	Network Manager
Band	5
Department/Directorate	Digital Services Division

JOB PURPOSE

The Digital Services Division aims to develop a culture of continual service improvement. The post holder will be an advocate for this culture across the service area and demonstrate continual service improvement in the services for which they are responsible.

The Applications, Platforms and Infrastructure section provides a full service for IT Support, Networks, Telecoms, Applications, Training, Technical Systems and Data. The Network Engineer's role is to be responsible for implementing and maintaining complex, resilient, LAN and WAN infrastructure. This will comprise communication systems (both data and voice) across the constituent organisations' health service provision. They will also be responsible for maintaining network integrity by applying secure solutions in the Health environment.

The scope of the role crosses Trust boundaries in providing services to the RDUH, other healthcare providers and Trusts.

The post holder will implement and support networks consistent with the client organisations' strategic digital plans and National Digital Initiatives.

To actively promote and secure credibility and confidence in the Digital Services Division at all levels across the client organisations through the delivery of a high quality, value for money customer focused service.

To ensure maximum operational efficiency of systems and infrastructure keeping downtime to a minimum.

The postholder will ensure that services comply with National and Local standards, in particular, as detailed in the Data Security and Protection Toolkit (DSPT) and ISO: 27001 and make organisations aware of any risks in the event of non-compliance.

The post holder will ensure that the service is delivered within the terms of SLAs held with each client organisation and the RDUH SFIs.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Work closely with the Service Desk, providing regular updates as required.
- Liaise with the end users to agree a convenient time to attend assigned calls.
- Keep the end user fully apprised with progress on outstanding calls on a regular basis.
- Advise the Senior Engineer or Service Desk if you will be unable to meet the agreed targets on any assigned calls.
- Provide the technical support, and undertake the necessary work required, to implement and deliver the Digital Services Division delivery plans on target.
- Provide technical support to users within Network requirements for services. Ensure that support is provided in a responsive and customer focused manner with minimal disruption to users and maximum benefit.

- Perform installations, upgrades and replacements of hardware and Firmware as identified as per SLA and CVS in a manner designed to minimise disruption and system downtime.
- Co-ordinate work with IT maintenance contractors, arranging callouts and monitoring performance against the terms of contracts including occasional work outside of normal hours.

KEY WORKING RELATIONSHIPS

Area of Responsibility: Network

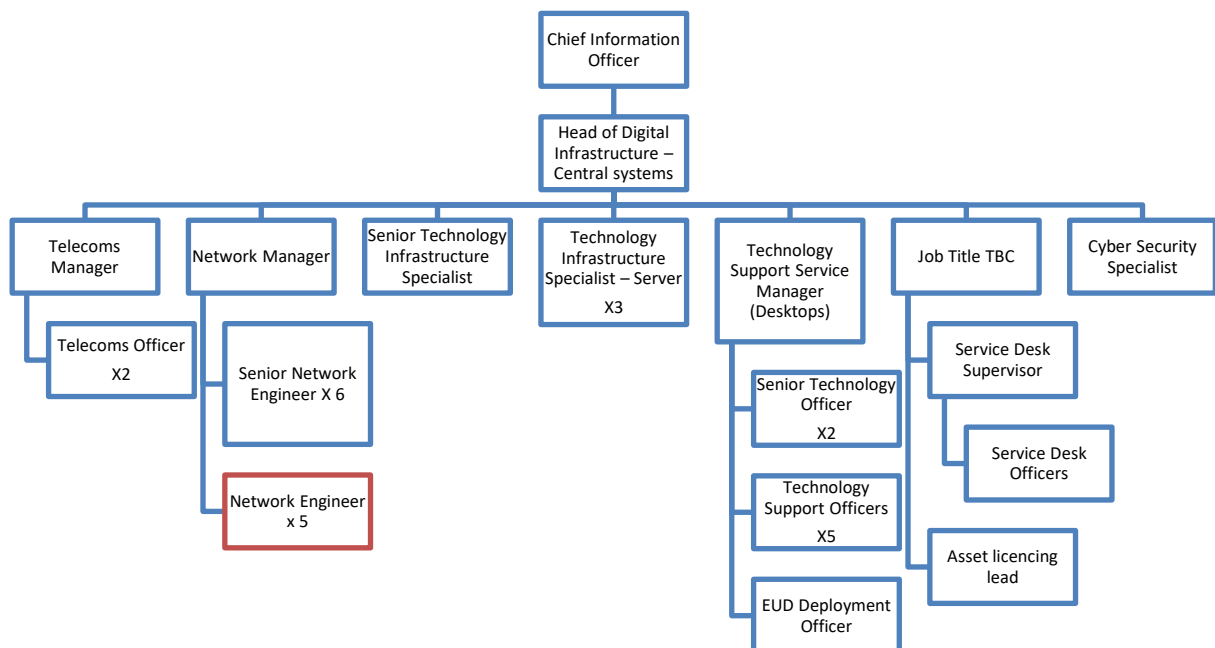
No. of staff reporting to this role: 0

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day-to-day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Care Group Directors • Corporate Services Directors • Trust Service Managers • Information Asset Owners • Digital Services Division • Trust User Base • Service Desk Staff 	<ul style="list-style-type: none"> • External Clients and Partners • Epic technical experts and implementation team • 3rd Party Service and Solution Providers • Colleagues in other NHS and Social Care organisations

ORGANISATIONAL CHART



FREEDOM TO ACT

- This role reports to a Line Manager, but may be involved in projects and therefore require reporting to Project/Service Managers.
- Works to achieve agreed objectives and has freedom to do this in own way, working within broad professional policies; advises without reference to manager.
- The post holder will work to targets agreed on an annual and regular basis.
- May be required to undertake other appropriate duties as required by Line Management.
- React rapidly, calmly, professionally and effectively to unexpected issues.
- Dealing effectively with uncertain and complex situations and optimising opportunities but understanding the need to seek clarity when unsure.
- In times of scarce resource acute judgement will need to be made to ensure that the most appropriate issues are escalated and resolved.

COMMUNICATION/RELATIONSHIP SKILLS

- Present complex information to multidisciplinary groups, articulating faults/ service improvements to other digital teams or clinical staff.
- Develop and maintain strong communications and relationships across all potential users, particularly across clinical directorates to ensure the engagement of stakeholders and the successful software or hardware deployment into day to day working practices.
- Communications will involve establishing requirements about IT procurements for the delivery of LAN/WAN and WiFi functionality for the Trust and interpreting them into technical specifications.
- Manage all service issues in a timely manner; To advise the Network Manager or Senior Engineer if you will be unable to meet the Service Level Agreements (SLA) targets on any assigned calls.
- Complex communication with Digital Services and Programme teams on technical matters.
- Develop good working relationships with third party suppliers and maintain effective communication to ensure high quality day to day support and that ongoing maintenance and future deployments of firmware and hardware are managed smoothly with minimal achievable disruption to service.
- Communicate clearly with managed staff, wider Digital Services Division colleagues and software and hardware suppliers on the functionality and design of both front end and internal system processes and the operational/business processes into which they fit.
- With others, communicate a range of complex and sometimes time sensitive issues, relating to the area of responsibility, to staff of all levels within the organisation in a supportive and positive manner.
- Maintain effective channels of communication across Divisions/Clusters within the Trust.
- Persuade and negotiate when implementing new ways of working when there may be a resistance to change.
- Always act as an ambassador for Digital Services.

ANALYTICAL/JUDGEMENTAL SKILLS

- Act with a 'problem solving approach' in order to identify and communicate challenges within the system in a manner that facilitates successful resolution.
- Identify and interpret complex facts and scenarios to be presented to senior management and clinical staff.
- Maintain an in-depth understanding of complex Network problems and internal configuration and how they relate to the experience of users to ensure that the Network devices and firmware are best configured and optimised to support users in effective and efficient use of the systems.
- Provide technical recommendations across end user devices for the Trust's digital implementations.
- Perform remote and edge analysis, diagnosis, and resolution of complex Network service issues for a variety of end users, and recommend and implement corrective solutions

PLANNING/ORGANISATIONAL SKILLS

- Management of the workflow process planning for Network LAN/WAN and WiFi installations and support, particularly for programme engineers that may need more support to ensure that the Divisional targets are being met.
- Scheduling and co-ordinating visits to each Trust site to assess current Network hardware and perform gap analysis based on validated application workflows.

- Scheduling and co-ordinating technical solutions across the Trust.
- Updating Network project plans, trackers, and other work plans.
- Ensure sufficient records are kept enabling accurate re-charging and deployment to provide a complete audit trail.
- Implementation and support of Network access enabling all staff to access the Trust in the most useful and clinically relevant way.

PATIENT/CLIENT CARE

- The post holder is required to put the patient, as the first priority, at the centre of all activities.
- Patient contact in this role is incidental.

POLICY/SERVICE DEVELOPMENT

- To monitor the departmental / Trusts policies and procedures and propose any changes or improvements that could be made.
- This post holder will assist Network management with implementing and adhering to new policies and procedures set by the Organisation.
- Maintain and assist in the development and implementation of IT departmental policies and procedures in relation to the provision of Hardware / firmware and access control and Network security.
- The role will assist and consult with senior Network staff to develop and assist in implementing policies and procedures that affects their own departmental environment, however, will not be responsible for leading or implementing any change that impacts services Trust-wide which impacts on multiple non-IT services (Clinical or other clerical / administrative departments).
- Establish where agreed processes are not followed and initiate internal proceedings to ensure that they are followed in the future.
- Establish where the processes are out of date and require a revised version.

FINANCIAL/PHYSICAL RESOURCES

- Responsible for the proper and safe use of IT equipment by users; responsible for expensive IT equipment and Installation and maintenance of IM&T Network equipment.
- To help co-ordinate and obtain spare and new parts ensuring a cost effective and responsive service in accordance with the Trust's standing financial instructions (SFIs).
- To ensure sufficient records are kept enabling accurate re-charging and to provide a complete audit trail.
- Provision of stock ensuring sufficient stock levels are maintained to meet the needs of the service.
- Assist on the selection, evaluation, purchase, installation and maintenance of IT products. This includes the production of technical documents for testing and acceptance specifications.
- Recover redundant equipment back to site for agreed disposal process.

HUMAN RESOURCES

- Demonstrate own activities to new or less experienced employees.
- To actively always promote a harmonious working environment.
- To provide higher level technical support to junior Digital Services Support staff.

INFORMATION RESOURCES

- Ensure the repair of faulty IT systems and where necessary, to undertake maintenance on Network hardware throughout the constituent organisations.
- Perform installations, upgrades and replacements of hardware and software as identified in investment plans in a manner designed to minimise disruption and system downtime.
- The post holder will ensure that the Trust Service Desk application is used appropriately, and complete data sets as required.
- The post holder will document fully using the ITOPS wiki system any new systems or changes to existing systems.

- Frequently interprets statistical data, to create reports; designs, develops or programs and maintain Network systems.
- Maintains Network hardware of information systems.
- In accordance with the Information Technology Infrastructure Library guidelines (ITIL) maintain appropriate documentation for systems in relation to role.
- Liaise with Project Teams and Senior Network Engineer and IT technical staff where an update or change to service impacts the licensing model of the user environment experienced.
- Ensure Maintenance and administration documentation is obtained from software and hardware suppliers and internal procedures and protocols are documented and maintained in an effective system library along with relevant changes, issue and service logs.

RESEARCH AND DEVELOPMENT

- Regularly undertake equipment testing, adaptation - testing or adaptation of IM&T systems including applications and hardware.
- Maintain skills to match the changes in new technology.
- Attain and maintain a high degree of skill in using the range of Trust applications used within the client base.

PHYSICAL SKILLS

- Advanced keyboard skills

PHYSICAL EFFORT

- Combination of sitting, standing and walking.
- Occasional moderate effort for several short periods, there is a requirement to handle IT Equipment on a regular basis and on occasions this would require heavy lifting of equipment Types of equipment being handled vary from UPS switches and Access points
- Post holder will be required to move around the Trusts sites across Exeter or Devon, this will require walking or driving to various Trust community sites or service areas.
- Working within confined spaces

MENTAL EFFORT

- The post will require frequent concentration and occasional prolonged concentration for example when analysing data, investigating Network failures.
- The post will require the ability to maintain high levels of concentration whilst when checking information and when answering queries from users there may be interruptions to deal with, for example, WiFi outages.
- Responds to unpredictable ad hoc requests for information/ reports/ opinions (some of which may be extremely important to the Trust) and there may be frequent interruptions from staff or senior colleagues.

EMOTIONAL EFFORT

- There will be rare exposure to distressing or emotional where the postholder may have to support users under clinical pressures or while supporting Network engineers and technicians.

WORKING CONDITIONS

- VDU use most of the day, mostly office based, but may have to visit Clinical areas.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimizing the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Network Engineer
------------------	------------------

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING <ul style="list-style-type: none"> Educated to Degree level or equivalent experience AOS CX training 	X X	
KNOWLEDGE/SKILLS <ul style="list-style-type: none"> Excellent analytical skills Significant experience in using Network monitoring/ diagnostic tools Experience in Network Services e.g. DHCP, DNS, NTP etc. Experience of Aruba wired and wireless technologies, configuration and management. Experience of UPS - management and configuration Experience of Fortinet security – management and configuration Detailed understanding of IGP & EGP routing protocols Knowledge of VOIP technology 	X X X X X X X X	
EXPERIENCE <ul style="list-style-type: none"> Experience in implementing and supporting enterprise level networks Experience of monitoring across enterprise level services to ensure appropriate Service Levels are maintained 	X X	
PERSONAL ATTRIBUTES <ul style="list-style-type: none"> Ability to work as a team member and in isolation. Motivated towards self-development. Prepared to perform work at unsociable hours as required Honesty, openness and integrity 	X X X X	
OTHER REQUIREMENTS <ul style="list-style-type: none"> Demonstrates ambition and clear personal career planning There will be a requirement to work evenings and weekends to meet deadlines and to participate in a 24/7 and/or on call rota Requirement to travel to other sites as required Full Driving licence Own vehicle available for business use 	X X X X X	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	Y		X		
Driving	Y		X		
Food handling	N				
Night working	Y	X			
Electrical work	N				
Physical Effort	Y				X
Mental Effort	Y				X
Emotional Effort	Y	X			
Working in isolation	Y		X		
Challenging behaviour	N				