

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Senior Network Engineer |
| **Reports to** | Network Manager |
| **Band** | AfC 6 (subject to formal matching) |
| **Department/Directorate** | Digital Services (North) |

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| **JOB PURPOSE** |
| The Infrastructure team provides a full service for IT Support, Networks, Telecoms, Technical Systems and Data.  The role ensures the provision of the network infrastructure within and between the Trusts organisational sites. Providing a full range of networking support, maintenance, development and delivery to the Trust to help it meet the increasing demands on the digital infrastructure.  Digital Services promotes 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 post plays a key role in the development and deployment of the Trust’s Digital Strategy and support of the Trust in achieving their strategic objectives.  The post holder will work closely with the Trust's Infrastructure Manager and other technical teams. The post holder will ensure day to duties are completed and will be expected to manage a number of initiatives on behalf of the line manager and be responsible for elements of project delivery. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| Responsibilities include:   * Designing, building and maintaining complex, resilient, Wi-Fi, LAN and relevant WAN infrastructures to support the Trust. This will comprise data communication systems across the constituent parts of service provision. * Maintaining network integrity by applying secure solutions within the broader Health and Social Care environment. * Manage the network, monitor data and produce maintenance and development schedules to support the maintenance and improvement of performance. * Monitoring / analysis of the network to identify potential issues, including implications and risk assessments; providing resolutions. * Regularly undertake testing of the network which will include penetration testing * Designated network specialist for Digital Services, providing expert support and advice. * Produce technical specifications and procedural documentation in line with Trust policies and procedures * Participate in the Department’s on-call service and associated out-of-hours working. * Supervise and contribute to the development of other engineers, imparting knowledge, skills and guidance. |
| **KEY WORKING RELATIONSHIPS** |
| 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** | | * Divisional Directors * Trust Service Managers * Information Asset Owners * Digital Services Division * Trust user Base * Service Desk Staff | * External Clients and Partners * Epic technical experts and implementation team * 3rd party Service and Solution providers * Colleagues in other NHS and Social Care organisations | |

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| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| * The post holder works to current agreed operating procedures defined for the delivery of the service * The post holder will operate with a high level of independence but with on-going reference to the Network Manager, Senior Technology Infrastructure Specialist and Head of Infrastructure. * The post holder works to achieve agreed objectives. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| * Liaise with other Digital Services Division staff over the co-ordination of fault diagnosis resolution * Keep users and the Service Desk updated on progress of service request and incident calls logged * Communicate technically complex detail to a range of technical and non-technical staff where there may be barriers to understanding * Liaise with the Network Manager and other senior network staff over technical design solutions * Maintain communications with Network team to ensure delivery of services within the Digital Services Division SLAs * Maintain working relationships with client organisation IT Management in order to deliver services which meet their strategic needs * Ensure client organisation and their staff are informed of all relevant changes as per change control procedure * Work with Programme and Project staff to ensure that solutions proposed are consistent with operational requirements * Liaise with Estates to ensure the new site developments have the appropriate networking infrastructure built into plans and delivered * Act as an ambassador for the Trust’s Digital Services Division at all times |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Proactive monitoring and analysis of the network to identify and resolve potential issues * Proficiency in quickly understanding and identifying solutions to problems that will be complex and multi-stranded * Be aware of the wider implications when handling issues within a busy healthcare environment * Design of optimal end user delivery solutions which will include highly complex routing and resilience * Manage the provision, and analysis of, service performance data to inform changes to service that improves service delivery and client experience * Gather information from service requests to inform discussions with service providers and determine best technical, operational and financial solution to meet client needs * Manage the network, monitoring data and produce maintenance and development schedules to support the maintenance and improvement of performance as required * Liaise with Estates to maintain the communications rooms’ environmental conditions and draw up development plans to ensure that additional appropriate accommodation is provided as the demand requires  |  | | --- | |  | |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * Manage own work streams ensuring the agreed process is followed and timescales are met * Assist the team members in fulfilling specific duties in a timely manner * Create, update and maintain complex network delivery plans to meet the teams delivery timescales adjusting plans where necessary * Keep abreast of service changes and developments and the impact they will have on the Warranted Infrastructure * Manage the planning of the service workload to meet the annual maintenance and developments of the service to ensure business continuity for the Trust and other client organisations * Working with Programme and Project Team Managers, plan individual system networking requirements to support system procurement, implementation and support, for all client organisations * Ensure that Network Support documentation is in place prior to any go live date for new networking/major upgrades * Regularly risk assess networks, respond and resolve, and escalate, issues as appropriate * Develop network capacity plans to meet the increasing needs of Digital Systems as they arise |
| **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** |
| * The post holder will work to defined policies * Make changes to department practices to conform to policies * Contribute to developing new policies that impact the whole Trust and the wider healthcare community * Take part and inform departmental policy reviews * Interpret policies for day to day operational processes and ensure that they are abide by. * Recommend and manage the deployment of networking technical solutions as required to meet service needs as identified by client organisations * Recommend standards of service that staff should work to and ensure staff compliance |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * The post holder will requisition using the appropriate requisition system and receipt goods on arrival * The post holder will be responsible for the safe deployment and operation of network equipment in Trust Data Centres and remote sites * Be a requisitioner for items required for projects and operational services * Provides costed options for Change Control Notices and Statement of Works and manages spend on these projects to meet the agreed budget * Ensure that the Network Team follow Statement of Work processes to ensure all spends are accounted for within invoices |
| **HUMAN RESOURCES** |
| * Creation and maintenance of complex network diagrams, maintenance schedules, IP lists and other information relevant to the service and Trust * Analysis of network performance and efficiency of circuit employment. This will involve the analysis of highly complex data models * Presentation of option appraisals for delivery of infrastructure * Direct management of operational staff and issues for Networks including recruitment, disciplinary action as well as development * Ensure that this service is adequately staffed to deliver the SLA and that staff are adequately trained * Conduct annual appraisals for Network staff * Manage the delivery of a secure and credible digital operational service * Manage the initiation and maintenance of maintenance contracts for all Network equipment and services, meeting with 3rd party suppliers and procurement staff as appropriate * Provide the appropriate level of network security to secure Trust and client data flows according to security, industry and national standards * Participate in peer to peer review and assurance activities within own team * Undertake Continuous Professional Development and take part in knowledge sharing activities, learning and sharing before, during and after all activities |
| **INFORMATION RESOURCES** |
| * Staffing information may require use of ESR * Data input will be minimal, but running queries against relevant databases/systems for extracts will be required * Define the Network performance monitoring reports * Manage and ensuring the maintenance of the IT asset database, ensuring that assets are placed on appropriate maintenance contracts and placed on the renewal programme as appropriate * All staff have a responsibility for data quality and for ensuring all data, both written and electronic, is recorded accurately and in a timely manner * Work closely with Line/Project/Service Management to ensure analysis outputs are valid, unambiguous, traceable and consumable through their intended lifespan * Adhere to information management and security policies * All staff have a responsibility for data quality and for ensuring all data, both written and electronic, is recorded accurately and in a timely manner * Support the Trust in delivering the Data Security and Protection Toolkit (DSPT) requirements relating to Trust digital service delivery |
| **RESEARCH AND DEVELOPMENT** |
| * Regularly undertake testing of the network which will include penetration testing and on-going surveillance of potential cyber security threats * Technical research will be required for projects as and when * Technical competence will be required to be maintained through on-going attendance of conferences and courses * Regular audits of IT asset and registers will be required |
| **PHYSICAL SKILLS** |
| * Working in confined spaces and occasional heavy lifting is required * Advanced keyboard skills |
| **PHYSICAL EFFORT** |
| * Frequent light physical effort carrying network equipment * Occasional heavy physical effort carrying network equipment * Requirement to regularly work within computer and hub room environments * Requirement to work in confined spaces |
| **MENTAL EFFORT** |
| * The post will require the ability to maintain high levels of concentration, whilst being interrupted, to resolve both technical questions and system problems * Unpredictable work pattern * Long periods of concentration |
| **EMOTIONAL EFFORT** |
| * Limited exposure to distressing or emotional circumstances * Requirement to deal with situations arising from the failure of critical systems which impact on the delivery of healthcare services to patients |
| **WORKING CONDITIONS** |
| * Uses display screen equipment for substantial proportion of the working days * Some requirement to travel to other Trust sites |
| **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  The post holder is 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 (DES) if appropriate to role   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 |
| **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. |

PERSON SPECIFICATION

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| **Job Title** | Senior Network Engineer |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**   * Educated to Degree level or equivalent experience * CISCO Certified Network Professional (or HP equivalent) * Technical Overview of Epic Implementation | X  X | X |
| **KNOWLEDGE/SKILLS:**   * Excellent analytical skills * Significant experience of Cisco IOS - management and configuration * Significant experience of HP Comware - management and configuration * Significant experience of Checkpoint – management and configuration * Skills & experience in providing “On call cover” * Significant experience in using Network monitoring/ diagnostic tools * Significant experience of Aruba Technologies - management and configuration * Detailed understanding of networking protocols e.g. OSPF * Knowledge of VOIP technology   Skills & experience in providing “On call cover” | X  X  X  X  X | X  X  X  X |
| **EXPERIENCE:**   * Significant experience of supporting networks preferably from 2nd Level upwards * Experience of designing and implementing complex local area, wide area and wireless networks, including the use of VLANS and complex routing * Practitioner of the Network project lifecycle * Implementing a flexible and pragmatic approach to problem solving * Experience of monitoring across enterprise services to ensure appropriate Service Levels are maintained and producing reports for KPI information | X  X  X  X  X |  |
| **PERSONAL ATTRIBUTES:**   * Ability to work as a team member and in isolation * Motivated towards the development of others * Prepared to perform work at unsociable hours as required. * Highly effective interpersonal, communication and people management skills when dealing with highly complex information both written and verbal * Innovative, able to problem solve and make decisions * Self-motivated and able to work on own initiative and take responsibility for decisions * Team player * Pragmatic * Methodical and logical approach to problem solving * Able to work under pressure with competing priorities * Personal credibility, with ability to quickly gain the confidence of others * Honesty, openness and integrity | X  X  X  X  X  X  X  X  X  X  X |  |
| **OTHER REQUIREMENTS:**   * 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 |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| 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 |  |  |  |  |
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| **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 |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | y |
| Heavy manual handling (>10kg) | Y |  | y |  |  |
| Driving | Y |  | y |  |  |
| Food handling | N |  |  |  |  |
| Night working | Y | y |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y | y |  |  |  |
| Mental Effort | Y |  |  |  | y |
| Emotional Effort | Y | y |  |  |  |
| Working in isolation | Y |  |  | y |  |
| Challenging behaviour | N |  |  |  |  |