

TITLE OF POST: **ICT NETWORK ENGINEER**

GRADE: **SO2 (plus out of hours support reimbursement)**

RESPONSIBLE TO: **INFRASTRUCTURE & OPERATIONS OFFICER**

MAIN PURPOSE OF JOB:

Under the guidance of the Infrastructure & Operations Officer you are to assist in the provision of a comprehensive occupational health service whilst ensuring the effective use of resources. To provide a professional service to employees and department managers in the delivery of exceptional services to our community and key stakeholders.

1 PROFESSIONAL DUTIES

- 1.1 To promote the Service Vision, 'Creating the Safest Community'.
- 1.2 To work effectively and efficiently to provide a professional service in the delivery of the department's aims and objectives.
- 1.3 To ensure that all policies and procedures within the function are adhered to in accordance with regulations, lean thinking and value for money.
- 1.4 To maintain appropriate and robust information systems within the department.
- 1.5 To proactively maintain positive and effective liaison links with organisations and partners as appropriate.
- 1.6 To prepare the production of a variety of quality information for inclusion in management and departmental reports.
- 1.7 To ensure complete compliance with current Data Protection Legislation.
- 1.8 To ensure professional and technical knowledge is up to date and provided as exceptional service to the organisation.
- 1.9 To proactively identify and recommend areas of potential improvement with professional and/or technical services.
- 1.10 To professionally represent the function at internal and external meetings and events.
- 1.11 To be responsible for internal processes and services of professional and/or technical services. This could also require line management responsibilities.
- 1.12 To support colleagues with complex and escalated work as required.
- 1.13 To attend internal and external training courses as necessary.

1.14 To undertake any other duties as appropriate to the role.

2 ROLE SPECIFIC DUTIES

- 2.1 To work effectively and efficiently to provide a professional service in the delivery of the ICT department's aims and objectives.
- 2.2 To ensure that all policies and procedures within the Service are adhered to in accordance with regulations, lean thinking and value for money.
- 2.3 Work as part of a small, friendly and supportive team where peer support and continuous sharing of knowledge/ideas is key to the success of the function.
- 2.4 To maintain the availability of service wide networks. To troubleshoot issues, ensure the appropriate levels of network security are implemented where necessary, create and configure wired and wireless networks, and provide technical support for all corporate networks.
- 2.5 Ability to design, install, maintain, and configure existing and new networks.
- 2.6 To troubleshoot and test Cisco/Checkpoint based networks. Technical issues include network related problems, hardware upgrades/failures, configuration changes and software updates.
- 2.7 To apply security techniques and ensure proper controls are applied with regards to access, logging and auditing. To test and evaluate software and hardware to ensure reliability. To maintain systems by developing existing processes to improve network functionality.
- 2.8 Also assist with developing network security guidelines.
- 2.9 To monitor and assess network availability and performance to ensure that the needs of the Service are met, making recommendations for network planning and upgrades on systems where applicable.
- 2.10 Assist in design and roll out of new solutions eg A07, VPN's, IoT, new Fire Stations etc
- 2.11 This role will be required to cover ICT outside of normal business hours as part of a departmental rota.
- 2.12 To represent and contribute on behalf of the function at internal and external meetings and events as required, regularly liaising with 3rd party partners
- 2.13 To create, configure, optimise and maintain Service VPN connections, both site-to-site and client based and to provide support to internal users and external partners who utilise the connection(s).
- 2.14 To assist in configuration, maintenance and management of the Service's IP Telephony System (Cisco Call manager), including deployment and configuration of desk telephones,

reception switchboard operation and integration with other IP based systems/services such as voicemail.

- 2.15 To provide expertise and guidance on selection and procurement of network equipment, ensuring best efficiency with regards to cost, features and compatibility with existing hardware/software.
- 2.16 To liaise with 3rd parties such as telecommunications companies, ISPs and partner organisations to identify, troubleshoot and resolve network related faults that may develop within the infrastructure.
- 2.17 To configure, manage and maintain network hardware, such as switches, routers, firewalls and wireless access points (including associated controllers).
- 2.18 To regularly review software/firmware versions to ensure consistency and validity in line with available software updates and emerging vulnerabilities. Applying updates where necessary in line with the change control process.

3 HEALTH AND SAFETY (GENERAL POLICY)

- 3.1 By reference to current health and safety legislation and the Service's Health and Safety Policy to ensure that all employees:-
- 3.2 Consider the safety of other persons who may be affected by their acts or omissions and to cooperate with their employer to perform and comply with any duties or requirements imposed upon them.
- 3.3 Work with machinery, equipment and substances in accordance with information and training provided.
- 3.4 Refrain from intentionally misusing or recklessly interfering with anything that has been provided for the purpose of health, safety and welfare.
- 3.5 Report any hazardous defects in plant and equipment, or shortcomings in the existing safety arrangements, to a responsible person without delay.

4 EQUALITY AND DIVERSITY (GENERAL POLICY)

- 4.1 To ensure an understanding and commitment to equality and diversity in accordance with service policies and procedures and demonstrate positive promotion of equality and diversity principles through working to the Service's core values.
- 4.2 To champion the principles of equality and diversity and provide appropriate advice, guidance and support.
- 4.3 To challenge inappropriate behaviour and non-compliance with equality and diversity policies, procedures and principles.

5 SAFEGUARDING

5.1 To promote the application of the Authority's Safeguarding Policies.

6 ENVIRONMENT STRATEGY

6.1 To demonstrate an understanding and commitment to the Service's Environment Strategy, in relation to the environment and carbon reduction policies.