

JOB DESCRIPTION

Job Title:	Technical Services Engineer
Department:	Digital IT Services
Contract:	Permanent, Full-time
Salary Range:	£38,592 - £39,745 per annum
Salary Grade:	SS7
Report To:	IT Infrastructure Support & Cyber Security Manager
Job Purpose:	To support the department in all aspects of maintaining core services and a reliable and secure network and server infrastructure including the planning, installation and development of various network and server equipment and strategies throughout the campus.
Main Duties & Responsibilities:	<ol style="list-style-type: none"> 1. Design, installation, maintenance, monitoring and upgrade of all network equipment including, but not limited to, virtual servers, switches, routers, Wi-Fi access points, VoIP telephony and firewalls. 2. Manage servers, Active Directory, o365, LAN/WAN, VLAN configuration, documentation and troubleshooting as required. 3. To investigate, analyse and resolve network and infrastructure incidents and problems. 4. To monitor and manage infrastructure performance. 5. To support, configure and troubleshoot data and voice VLANs as required. 6. To support and maintain the internal telephony software/hardware. 7. To resolve technical issues relating to internet connectivity across University sites 8. The ability to design and implement new network solutions to improve resilience and performance. 9. To maintain internal/external DNS, DHCP services. 10. Manage Firewalls, routers and switches, including configuration and deployment of virtual machines

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	<ol style="list-style-type: none">11. To establish and maintain system and network policies, procedures and operations.12. To develop, test and implement network and communication system disaster recovery plans.13. To carry out project work to improve infrastructure security and stability and to ensure confidentiality of data and software.14. To ensure that appropriate documentation is maintained.15. To ensure practice is in line with the requirements of the General Data Protection Regulations.16. To commit to upholding the principles of Safeguarding and the PREVENT agenda.17. Any other duties commensurate with the nature and grade of the post.
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PERSON SPECIFICATION

Post:	Technical Services Engineer	Weighted criteria
Experience:		
1	Experience and understanding of network fundamentals including configuration of network switches, routers, servers and associated infrastructure	X
2	Experience of using virtualised environments VMWare, Microsoft technologies and other server configurations	X
3	Experience in a related customer-facing role	
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Skills & Abilities:		
6	Demonstrated ability to diagnose, troubleshoot and resolve complex technical issues related to the post	X
7	Organised approach to work and commitment to completing essential administration tasks	
8	Ability to work under pressure and to deadlines	X
9	High-level of written and oral communication skills; with the ability to communicate effectively with both IT and non-IT specialists	
10	Ability to work independently and as part of a wider team.	
Education & Qualifications:		
11	Recognised IT qualifications and certifications, CCNA, MCSE or equivalent	
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Training & Professional Development:		
16	Willingness to participate in relevant professional development to support the needs of the department	
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Other:		
21	Flexible approach to work.	
22	An understanding of the principles of Safeguarding and the PREVENT agenda in the context of further and higher education.	
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