



Job Title: Systems Specialist / Team Lead (Network)
Grade: 8
Salary: £42,418 to £47,722 per annum
Department: IT Services
Hours/Contract: Full-time and Permanent
Reference: 317

Role Purpose

This is an exciting opportunity to lead the development of the University's network and associated services to underpin the Digital Strategy to deliver learning and research which is enabled and enhanced by IT. This development will take a stable platform and ensure that it can achieve optimum operational efficiency and grow to support new capabilities required by the Digital Strategy.

In this role you will provide technical leadership for the development and delivery of the University's network infrastructure and services. This includes the edge and core physical networks, wireless network and core services such as DNS, DHCP along with key network monitoring capabilities. You will take responsibility for evaluation, prototyping, design & development activity for new and changed services in this area, ensuring they are designed and implemented to meet functional, security, performance, scalability and business/IT continuity requirements. You will ensure the technical lifecycle management processes for network services are developed to enable efficient and effective management and support.

You will achieve this both directly and also by managing the small team of network specialist staff within the Infrastructure Services team.

The Infrastructure Services team are primarily responsible for the underpinning infrastructure which supports services delivered by IT Services. This includes support for Windows and Linux operating systems, virtualisation, server hardware, storage & backup, the campus data network, security and data centres; alongside this are services focussed on researchers such as High Performance Computing (HPC), scalable storage and LAMP.

Within Infrastructure services, the network group is focussed on the design, maintenance and optimisation of the campus data network infrastructure and supporting network services. This includes our wired and wireless networks (including eduroam); firewalls; and higher level services running on Linux platforms including our campus DNS, DHCP, mailhubs, RADIUS and load balancing infrastructure.





Principal Responsibilities	% Time
<p>Technical / Architecture Leadership</p> <ul style="list-style-type: none"> • Lead on the development of the technical architecture and service design for the physical network and associated core services <ul style="list-style-type: none"> ○ Maintain awareness of the current marketplace and the range of hardware, services and technologies available; and the approaches used (successfully or otherwise) by other organisations ○ Consult with fellow IT professionals and the user community to understand and define the requirements for network services to deliver the University's Digital Strategy; and the technologies used to manage, support and integrate them ○ Work with other development teams to define standards for integration of other services into the network; and standard approaches for implementation ○ Communicate these approaches and standards throughout IT services through both formal and informal routes • Evaluate new technologies and software/services in the network space <ul style="list-style-type: none"> ○ Understand how service requirements map to new devices, technologies and services in the user-devices market. Define measurable success criteria to enable effective evaluations to take place ○ Lead on the building and prototyping of potential new services/solutions to establish their usefulness and fit to the strategy ○ Produce service and technical evaluation reports, making recommendations on how (and whether) these new technologies can (or should) be integrated and used within the University • Be accountable for services developed by the team <ul style="list-style-type: none"> ○ Be the key point of contact for the Head of Infrastructure for network services ensuring changes are well planned and documented and providing key information for other service management processes ○ Support the business partnering team and engage with customers to identify new demand and possible solutions ○ Work with other managers and IT professionals to resolve complex issues affecting services. Ensure any learning & opportunities to improve are factored into future developments where possible 	<p>40</p>
<p>Service Development</p> <ul style="list-style-type: none"> • Design, develop and implement new and enhanced services and processes to enable the most effective deployment, support and use of end user devices <ul style="list-style-type: none"> ○ Analyse user and IT requirements; produce costed design proposals for new service developments, ensuring functionality, performance, scalability, availability, business/IT continuity and security requirements are met 	<p>40</p>





<ul style="list-style-type: none"> ○ Plan the technical work packages involved in service development projects through design, installation, configuration, integration and testing. Take responsibility for ensuring at each stage that accurate resource (including staffing) estimates are included ○ Produce technical design documentation, including specification of detailed hardware and software requirements and configurations as required ○ Ensure that both service and IT operations documentation is delivered to the service delivery teams responsible for delivery and support. Ensure training is designed and delivered for these teams ○ Take the lead technical role in service development projects, acting as the team leader for work packages within such projects and undertaking the most complex and challenging aspects ○ Ensure any standards that apply to new service developments are applied by the project team; design and document any new standards that arise as a result of new service developments 	
<p>Team Lead</p> <ul style="list-style-type: none"> ● Lead the Network sub-team within the Infrastructure Services team <ul style="list-style-type: none"> ○ Provide monthly direction and workload prioritisation ○ Provide feedback to, coach and mentor members of the Network team ○ Ensure every member of the team has a personal development plan and is appropriately trained, appraised and supported with their professional development ○ Run team meetings ○ Plan the development of new skills within the team ○ Work with the Head of Infrastructure to Recruit as necessary to meet the demands of the team ○ Be an active member of the Infrastructure Services management team with the Head of Infrastructure and team leads for the Platform and Research Computing sub-teams and the IT Security Specialist 	15
<p>Developing self</p> <ul style="list-style-type: none"> ● Maintain skills in line with the needs of the department and users 	5
Internal and External Relationships	
<ul style="list-style-type: none"> ● Daily contact with other team members ● Daily contact with other teams within IT Services, and IT professionals in departments, in dealing with problems related to network services designed by the team ● Weekly contact with other teams within IT Services and IT professionals in departments, in planning service developments ● Weekly/monthly contact with Business Partnering and customers, in planning service developments 	





- Negotiation and discussion with relevant suppliers in developing services and dealing with complex issues
- Contact with peers at other organisations with similar service requirements

Planning and Organising

- Forward planning of major service developments with lead times of between six months and 2 years
- Planning/scheduling of hardware, software and service upgrades with lead times from weeks to months
- Co-ordinating effort within the network team related to specialist support for other IT professionals and evaluation/project activity
- Planning team workload to meet the requirements of the service and developments

Qualifications, Knowledge and Experience

Essential

- Substantial experience working in a complex IT organisation, with a background in systems design, administration and extensive user support*
- Excellent conceptual knowledge of the major components of an enterprise IT architecture
- Excellent experience of the engineering disciplines required to deliver and run modern IT services*
- Expert in the design, implementation and administration of network services using some or all of the following technologies:*
 - IPAM technologies
 - IP and Ethernet networks
 - Wireless networking: hardware and software/mgmt. services
 - Network hardware and management tools
 - Firewalls
 - Network monitoring tools
- Experience contributing to projects run using the PRINCE2 methodology
- Experience of working with development and operational teams in a devops culture
- Educated to first degree level or equivalent professional experience*

Desirable

- Excellent experience of the service management disciplines required to deliver and run modern IT services
- Relevant professional qualifications / certifications
- IT Service Management (ITIL) Foundation or experience working in an ITIL environment

Skills, Abilities and Competencies

Essential

- Highly developed analytical, problem solving and research skills*
- Excellent interpersonal and negotiation skills





- Excellent verbal and written communication skills*
- Effective planning and organisational skills*
- Customer focused

****Criteria to be used in shortlisting candidates for interview***

VITAL

The University encourages all staff to live our [VITAL values](#) which are:
Valuing People, Innovators, Together, Accountable, Leaders.

Equality and Diversity

We believe that equality, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

