

ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

Job Accountabilities

Job Title: Network Manager	Job number: WM0498
Service Area: Information Technology Services	Team: Strategic Team

JOB PURPOSE

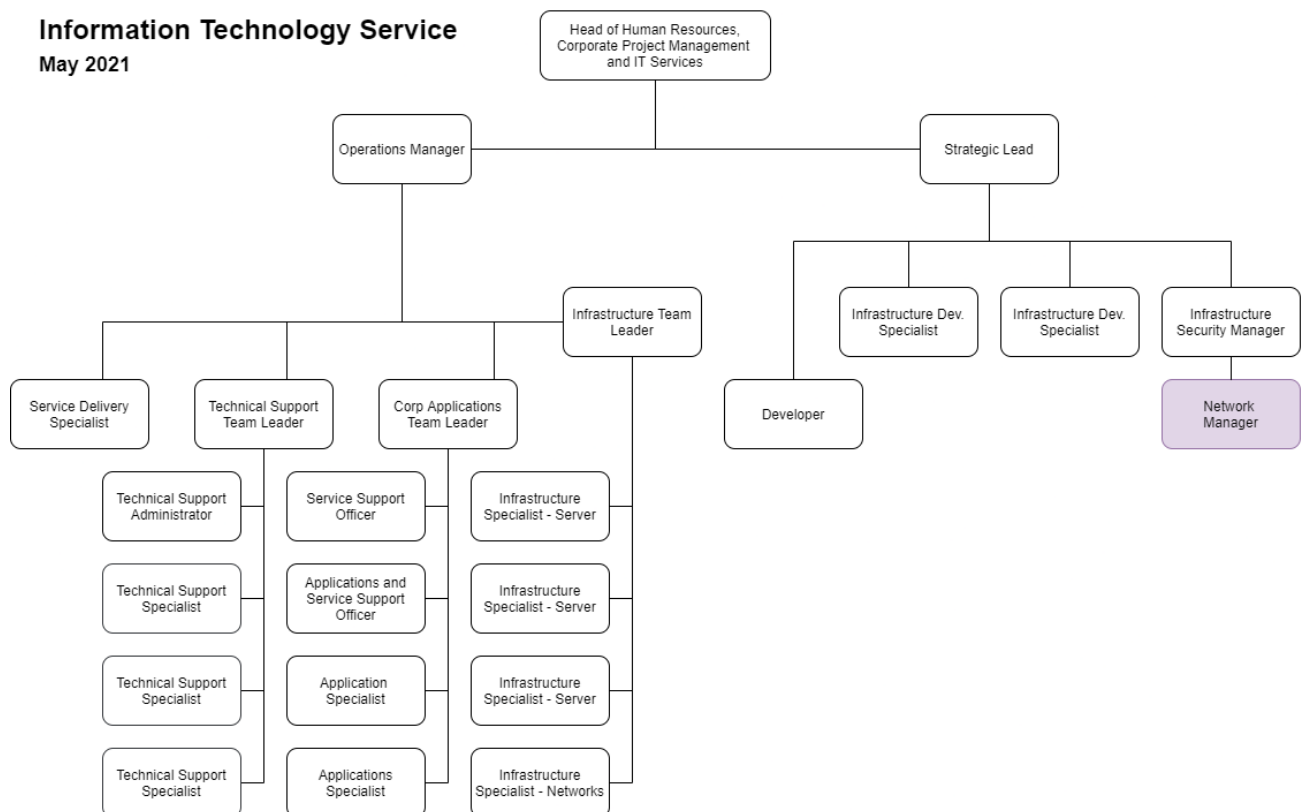
This post has the primary responsibility for the development and high-level support of the corporate network infrastructure. The networks are in numerous locations including data centres, council offices, out-stations, libraries, community centres and CCTV cameras.

The network infrastructure comprises of the converged voice (telephony) and data networks, which are fundamental to the delivery of business activities used by council staff, residents, businesses and partner agencies.

This role will require working with internal and external resources in order to develop the infrastructure, including the ability to deliver projects and resolve problems in a timely fashion, within specific set budgets.

POSITION WITHIN SERVICE STRUCTURE

Information Technology Service May 2021



JOB ACCOUNTABILITIES

Service delivery accountabilities

- The role is to contribute in a proactive way to the development and implementation of the converged wide and local areas network infrastructure, within council offices, indoor and outdoor CCTV cabinets and out-stations to ensure their availability. This includes developing, configuring, maintaining, and supporting all switches, routers and firewalls, modems and other associated hardware and software systems such as network configuration management and monitoring systems.
- The provision of network maintenance and support services. Support may be provided both to users of the systems and to service delivery functions. Support typically takes the form of investigating and resolving problems and providing information about the infrastructure. Problems may be resolved by providing advice or training to users about the networks /server functionality, correct operation or constraints, by devising temporary solutions, correcting faults, or making general or site-specific modifications.
- Conduct research and make recommendations on network products, services, protocols, and standards in support of network procurement and development efforts.
- Develop strategies for maintaining network and telecommunications infrastructure.
- Support central Government initiatives such as PSN and delivering best practise based upon PSN standards for all new systems and infrastructure changes, and to design solutions for future initiatives.
- Contribute as a member of the problem management team, to ensure that critical or large-scale service-affecting incidents and issues are resolved as quickly as possible, through prior knowledge, testing, and changes to the infrastructure.
- To lead and be proactive in the delivery of corporate and IT projects, provisioning networks, software installs and updates.
- Working closely with the Infrastructure Security Manager to manage the set-up and deletion of user access rights to corporate networks and systems and to mitigate against major risks of failure and/or a compromise of system security.
- To lead hardware and software updates to infrastructure to ensure all equipment remains eligible for support agreements.
- Provide specialist advice in support of incidents, problems and project activities.
- Monitoring overall network infrastructure availability and system performance, driving down unplanned outages to deliver a stable environment.
- Provide support for the business continuity planning and configure networks to enabled business continuity scenario testing for all major service units.
- Oversee all planned changes through the CAB processes.

Standard accountabilities/responsibilities that apply to all council staff or specific groups are set out in the Employee Handbook; these include:

- Corporate management
- Information governance compliance
- Whistleblowing
- General Safeguarding Statement
- Project and work management
- Working in a team
- Risk management including Health & Safety
- Business continuity
- Equality of Opportunity
- Our corporate values
- Budget management
- Specific responsibilities for managers.

Local operating procedures and specific activities/tasks will be supplied by the service.

Person specification

Key Criteria	Essential	Desirable	How assessed
Qualifications and training	Technical qualification or proven experience with hardware and software and working in an IT department. Very strong technical competence with experience of working in a technical infrastructure role, including: • Enterprise-wide LANs, WANs, PWANs, • VoIP, • CCTV, • Remote Access / VPN • Firewall / IPS / IDS Expertise across a range of technologies should be evident, with the job holder able to demonstrate specialist knowledge in the area of networks and telephony.	ITIL, Prince2 or similar qualification Network certified – Cisco, Fortinet or similar. Educated to degree level or equivalent	Application /references
Job Competence summary (knowledge, skills, abilities, experience)	Sound and broad IT skills with significant experience of delivering network solutions. Sound intellectual and analytical ability. Determination to meet timescales and willing to take ownership of projects and issues. Ability to analyse problems and address them in a creative and positive manner. Experience working in a team-oriented, collaborative environment.	Involvement in large IT projects as a technical resource and/or decision maker.	Application /Interview

	The ability to translate complex concepts into simple plans of action. An ability to visualise new possibilities. Keen attention to detail. Strong customer service orientation. - Technical support and configuration of Wired and Wireless connections – switches, firewalls, load balancing, VPN's, RADIUS authentication and IP telephony. - Experience with Cisco, Fortinet and other well-known network related vendors.		
Other requirements (eg unsocial hours working, driving licence, fit to drive Council vehicle etc)	Required to be physically fit, capable of working at heights and handling equipment. Ability to be security checked by the Police or Security Services as required. May be required to work unsocial hours and weekends in the event of a major disaster (e.g. flooding), or system upgrade, major problem. Must have a full, valid EU driving license. Health & Safety training completed to the level for the role. Ability to apply creative and innovative thinking to complex service challenges. Enhanced DBS Check		Application / Interview
Politically restricted post	No		

This post has been identified as customer facing in accordance with Part 7 of the Immigration Act 2016 and therefore the council's English language fluency standard applies.	The ability to converse at ease with the public, answer questions and provide advice, including the use of specialist terminology relevant to the job role/profession and where necessary for an extended period.		The competent answering of interview questions in English.
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