

1 Advertisement

Post Title: Junior Network Engineer

School/department: IT Services

Hours: full time hours - 36.5. Requests for [flexible working](#) options will be considered (subject to business need).

Contract: Fixed Term (2 years)

Reference: 6416

Salary: starting at £30,497 to £34,304 per annum, pro rata if part time

Placed on: 24 August 2021.

Closing date: 17 September 2021. Applications must be received by midnight of the closing date.

Expected Interview date: tbc

Expected start date: As soon as possible

The University of Sussex has embarked on a digital transformation journey that will impact every member of our community.

Building on the University's unique heritage and as part of our Sussex 2025 Strategic Framework, IT Services is embracing new technologies and fostering a culture of innovation.

We are seeking an ambitious and enthusiastic Junior Network Engineer to support and promote best practice use of our network estate and essential services that benefit the experiences of our students.

As a visible team member, you will be working in a technically hands on capacity, proactively maintaining an extensive infrastructure, whilst ensuring our customers achieve maximum benefits from our network. Being ambitious, collaborative and showing strong initiative will be key to success.

We are a community of over 18,000 students and 2,100 staff. Our beautiful green campus is situated on the edges of the South Downs National Park and within easy reach of the vibrant city of Brighton and Hove.

For full details and how to apply see our [vacancies page](#)

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

You can find out more about our values and our EDI Strategy, [Inclusive Sussex](#), on our webpages.

2. The School / Division

IT Services delivers a wide range of central and specialist Technology and Information Services to users across our Campus and beyond. We are organised into four main teams delivering these services through an evolving developing service management and delivery model:

Technology and Architecture: ensuring our technologies, policies and standards are secure, up to date and that plans to replace, upgrade and improve our technologies and systems are aligned and prioritised around the University's strategic plans and objectives.

Operations and Research: work across the research, teaching, professional services and student communities to create strategies and plans, ensuring outstanding service provision across the day-to-day operational activity of ITS.

Projects and Programme Delivery: provides management and delivery of projects and major change programmes and provides assurance through a central IT Project Management Office (PMO).

Business Relations: transforming the relationship between ITS and its stakeholders helping meet its ambition of being a recognised leader in the use of digital technologies in education, research, student services and university administration.

3. Job Description

Post title:	Junior Network Engineer
Professional Services Unit:	IT Services
Location:	Shawcross Building, University of Sussex
Grade:	6
Responsible to:	Network Services Manager
Responsible for:	N/A

Purpose of the post:

The Junior Network Engineer plays a key role in supporting the University's ongoing digital transformation journey.

Working with senior colleagues and other IT Services functions, the post holder will support an extensive portfolio of wired and wireless services and a complex community of customers both on campus and in our residencies.

They will be responsible for actively monitoring, administering and maintaining services and devices across the University's broad network estate, ensuring we deliver a seamless environment and experience for all our staff and students.

The role will act as a primary escalation point for customer requests, queries and incidents and will regularly provide enquiring and enthusiastic front-line support and advice.

They will use the standard IT Service Management toolset to independently organise their daily workloads, ensuring they meet customer focused KPIs. They will also use agile work practices to deliver and support agreed work packages which meets our evolving strategic or compliance requirements.

They will be motivated and ambitious, working on their own initiative, proactively seeking opportunities to develop technically and improve customer relationships.

Key Responsibilities -	
1	Proactively monitor and maintain the existing wired and wireless network infrastructure and related network services.
2	Support and manage the toolsets, platforms and technologies as indicated in the Person Specification.
3	Accurately log, record and manage Incidents and Service Requests in the Service Management Tool, following agreed processes and standards. Use own knowledge and experience to know what questions to ask and what data is needed to determine root cause and provide an effective fix.
4	Working to Service Level Agreements (SLAs), manage own time to take ownership for the triage and resolution of reported Incidents including identification and fix of underlying issues, or escalation where appropriate.
5	Working to Service Level Agreements (SLAs), manage own time to take ownership of incoming Service Requests including clarification of customer requirement, identification of options and request fulfilment or onward referral as appropriate.
6	Use own knowledge and judgement to make decisions regarding response to less common Incidents or Requests, keeping in mind customers' individual needs and/or circumstances. Proactively research possible solutions using online and other resources as required.
7	As part of Incident resolution or Request fulfilment may recommend and carry out ad-hoc training or demonstration sessions with customers to help them achieve their goals. Use own knowledge and judgement to determine content and approach.
8	Collaborate with colleagues in customer service in other Professional Services teams as may be required to resolve Incidents and fulfil Service Requests, and to promote 'one team' working. Represent the team within the University's Customer Service Excellence (CSE) network as required.
9	Review regular and ad-hoc management reports to understand team and personal performance. Propose changes to improve efficiency and performance against Key Performance Indicators. Contribute to or assist in the preparation of reports as requested.
10	Engage and support external suppliers and vendors to ensure services are delivered to the highest of standards, minimising and mitigating any changes that may impact the University community.
11	Use agile methodologies and supporting tools, in combination with more traditional structured approaches and governance, when requested to deliver technical change.
12	Participate in and contribute to customer communication activities and initiatives that may include website information, use of social media, broadcast news and other channels.
13	Use own initiative to maintain broad knowledge and technical understanding of ITS services.
14	Use own initiative to maintain general IT technical knowledge and skills and in line with ITS technology strategy.
15	Train and mentor new and junior members of the team.

4. Person Specification

Knowledge	Essential	Desirable
Knowledge of current network technologies and their application in a service driven environment.	X	
Knowledge of networking and network related services and protocols (VLANs, Subnetting, routing, security policies, DNS, DHCP, RADIUS, VPNs).	X	
Strong IT knowledge gained in a hands-on service-oriented role.	X	
Strong working knowledge of networking and troubleshooting networking on operating systems (Linux, Windows and Mac OS).	X	
Knowledge of troubleshooting network devices (switches, Wi-Fi access points)		X
Practical working knowledge of a wide variety of mobile devices including phones, tablets and laptops.	X	
Knowledge of IT and security controls and governance procedures including technology risk assessment and mitigation strategies		X
Working knowledge of information security principles and related practices. E.g. including ISO27001 and Cybersecurity Essentials plus.		X
Skills	Essential	Desirable
Practical experience of maintaining network infrastructure, including WAN, LAN and Wi-Fi switches and appliances in an large environment.		X
Demonstrable analytical and problem solving skills, including use of technical diagnostic techniques.	X	
Excellent written communication skills, including the ability to create technical documentation in way that is clear, concise and can be read and understood by non-technical audiences.	X	
Ability to work with colleagues to proactively troubleshoot problems and incidents through to resolution.	X	
Excellent organisational and time management skills, with the ability to prioritise tasks and manage own time effectively.	X	

Excellent interpersonal skills with the ability to communicate complex technical information to a wide variety of people both verbally and in writing.	X	
Ability to deal with customers and colleagues, staff and students, with sensitivity, tact and diplomacy. Able to remain calm in difficult situations and when under pressure.	X	
Ability to adapt to changing requirements and working practices.	X	
Experience and Qualifications	Essential	Desirable
Experience in a network related technical role.		X
Experience of operating a large wired and wireless network.		X
Experience working directly with customers and senior stakeholders, actively seeking to understand their support needs	X	
Experience working in a service-oriented environment with standard service management toolsets and processes.	X	
Educated to degree level or equivalent workplace experience	X	
Experience of agile and DevOps principles, working with common services delivery concepts (e.g. Scrum and Kanban) and supporting service delivery software (e.g. Jira).		X

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.