



Job title	Senior Network and Communications Engineer
Responsible to:	IT Manager
Place of work	All Sidney Sussex College owned property/sites in and around Cambridge
Salary Range:	Points 40 - 48 on the University single pay spine; currently £32,344-£40,927
Hours:	Full time, 37.5 hours per week; some flexibility required
Holidays:	25 days annual leave plus 8 public holidays. Due to the nature of the College's activities, there may be a requirement to work on public holidays. A day off in lieu will be given.
Pension scheme:	The College offers membership of a contributory pension scheme provided by the Universities Superannuation Scheme (USS). Subject to age and earnings level, you will be auto enrolled into this scheme and you retain the right to opt out.

Job Summary

The role holder will assist the IT Manager in the administration and support of the colleges IT infrastructure, with a focus on networking, audio visual (AV) and telecommunications. They are responsible for the day-to-day operation and availability of the college network, AV and phone systems. They will deputise for the IT manager and assist them in the systems administration of the server infrastructure.

Key Responsibilities

Networking and Communications

- Responsible for installing, securing and maintaining the college network, audio-visual and telecommunications infrastructure.
- Proactively monitor and log all network infrastructure services to ensure any threats, constraints and bottlenecks are highlighted and resolved.
- Manage the software and hardware lifecycle of the various network platforms, carrying out upgrades or replacements as necessary.
- Manage the network disaster recovery, business continuity and back-up procedures. Identify, document and eliminate areas of risk where possible.
- Troubleshoot and solve connectivity problems for all members and visitors the college.
- Plan, support and manage key networking, telecommunications and AV projects including coordinating and advising on networking provision for building projects and upgrades.
- Setup, manage and secure all the colleges' mobile devices.

Systems Administration and Support

- Provide support and systems administration of all on premise and cloud infrastructure services, including Microsoft Azure, Hyper-V server infrastructure, SQL databases and email.
- Provide specialist advice and guidance to others who are less technical.

- Assist other members of the team when required in troubleshooting and resolving infrastructure and systems issues.

Management

- Deputise for the IT Manager as required including management of the team.
- Manage the network and telecommunications budget.
- Write proposals, reports and other documentation for the network and telecommunications systems.
- Assist the IT Manager in planning infrastructure upgrades and replacements.
- Develop and manage the long-term strategy for the College's network, telecommunications and audio-visual systems.
- Ensuring all IT policies and procedures relating to the network and telecommunications are kept up to date and relevant.
- Ensure compliance with UK legislation, University and College networking rules and regulations.
- Represent the College/Computer Office at meetings as and when required.
- Oversee any contractors or consultants working on College systems and ensure appropriate agreements are in place.

General Responsibilities

- Assist in training of staff on IT systems.
- To take part in the College's appraisal scheme and to undertake training as required.
- To be responsible for your own health and safety in the workplace.
- To fully comply with all the College's policies including equality of opportunity and data protection.
- To undertake any other reasonable request or duties commensurate with your post.
- Set user expectations for a good support experience.
- Keep up to date with rapid developments in IT and the services provided.
- Make a positive contribution to the team, e.g. through active participation in team meetings; demonstrating discretionary effort; completing tasks; contributing ideas.
- IT infrastructure requires regular maintenance and is taken offline outside of normal working hours. This position requires that the role holder is available for this work on request outside of these hours.

The above is not an exhaustive list of duties. The post-holder may be asked to take on different tasks as required and all employees are expected to work collaboratively to support the overall work of the College.

PERSON SPECIFICATION:

	<i>Likely to include:</i>	<i>Desirable:</i>
Qualifications, and background	<ul style="list-style-type: none"> • Educated to A level or equivalent • CCNA or equivalent • Background in network support 	<ul style="list-style-type: none"> • Degree in relevant area, or equivalent • CCNP or equivalent
Experience	<ul style="list-style-type: none"> • 3+ years successful networking experience • Evidence of leading a team • Project management • Evidence of developing and working to a budget • Evidence of delivering technical solutions 	<ul style="list-style-type: none"> • Experience of working in an educational establishment
Specific knowledge/skills (technical)	<ul style="list-style-type: none"> • Excellent working knowledge of networking protocols including BGP, STP and IP routing. • HP and Aruba networking, troubleshooting and implementation • Firewall, Network Access Control and VPN technologies • Power management technologies • Telecommunications including Cisco VOIP and mobile devices • Windows Enterprise Server and Domain Environments, Active Directory, DHCP, knowledge of PowerShell scripting, SNMP and Hyper-V • Linux: Ubuntu • Audio-visual technologies 	<ul style="list-style-type: none"> • Evidence of continuous professional development • Microsoft Visio • Aruba ClearPass • Fortigate firewalls • Observium • Basic knowledge of SQL databases.
Personal attributes	<ul style="list-style-type: none"> • High degree of professionalism and personal integrity • Practical hands on attitude • Ability to explain technical issues in plain English to non-technical users • Ability to use initiative • Ability to adapt to change and learn new techniques • Ability to work alone and as part of a team • Ability to learn and acquire knowledge of new technologies as they develop and keep up to date in all relevant areas • Excellent problem analysis and solving skills 	