

## Candidate Information

<b>Position:</b>	Senior Network Technician
<b>School/Department:</b>	Information Services
<b>Reference:</b>	19/107567
<b>Closing Date:</b>	Monday 24 June 2019
<b>Salary:</b>	£27,831 - £32,236 per annum (potential to progress to £35,210 per annum through sustained exceptional contribution)
<b>Anticipated Interview Date:</b>	Friday 26 July 2019

### JOB PURPOSE:

To provide supervisory, technical and administrative support to ensure the smooth running of the University's communications network and to assist in its development and expansion.

### MAJOR DUTIES:

1. Supervision of network technicians and the planning and coordination of work.
2. Ensure a high quality network support service to the staff and students of the University.
3. Providing support for the diagnosis and resolution of problems on the campus network.
4. Assisting in ensuring that all of the University's campus network is available and performing at its peak.
5. Contributing to the continuous improvement of services and the effectiveness of the group.
6. Ensuring customer satisfaction, dealing with complaints and escalating problems.
7. Ensuring a high state of readiness to meet contingencies by the maintenance of spares, access and communications.
8. Ensuring the successful operation of services provided by external contractors/providers.
9. Ensuring the smooth running of all operations, to include workshop, goods in/out and fault handling
10. Ensuring the maintenance of high standards in documentation and data quality.
11. Training or arranging the training of technical staff at lower levels.
12. Interviewing prospective technical staff and making recommendations for engagement.
13. Ensuring the smooth running of the administration activities, including expenditure, costing of materials and apparatus as directed.
14. Ensuring a high standard of safety, maintenance and security in all facilities and areas, and compliance with the relevant legal requirements.
15. Providing regular reports on the progress of work, on maintenance and on financial activities.
16. Such other duties as fall within the general remit of the job.

### Planning and Organising:

1. Plan own work over the short to medium term, in response to manager's general instructions.
2. Contribute to larger projects as part of a project team.
3. Plan work and responsibilities using discretion to determine priorities changes and resolve conflicts to meet targets and deadlines.
4. Provide regular reports on the progress of work, maintenance and financial activities.
5. Ensure high standards in documentation and data quality.

### Resource Management Responsibilities:

1. Supervise a team of support staff and oversee their progress and performances.
2. Assume delegated responsibility for a budget, for stocks/stores of equipment and supplies, following established procedures.
3. Provide detailed information about forecasted supplies/resources requirements to assist in planning for QUB Network services.
4. Responsible for the installation and maintenance of high-value network equipment and preparing schedules of material and equipment for orders to be placed.

5. Provide guidance and support through on-the-job training to junior colleagues in own area, in the use of equipment, skills and techniques.

**Internal and External Relationships:**

1. Develop and maintain regular contacts with internal and external suppliers and colleagues, to keep abreast of technical developments and innovations within a network environment.
2. Communicate and liaise with staff, at all levels, from within and outside the department and about the network support service.
3. Communicate and liaise with key external suppliers, service providers and the University's Estates Service to co-ordinate equipment specification and installation.
4. Communicate and liaise with a range of external clients on specific commercial contracts and projects.

**ESSENTIAL CRITERIA:**

1. Education: HNC/HND(or equivalent qualification) in Electronic Engineering, Computer Science (or similar subject).  
A lower qualification and significant relevant professional experience in a similar role could be adjudged to be equivalent.
2. Minimum of 3-years relevant experience which includes at least 2 of the following:
  - a. Comprehensive technical knowledge, of the support of "Ethernet" Local Area Networks utilising UTP or fibre optic cabling.
  - b. Supporting customers using MS Windows tools in a networked environment.
  - c. VOIP and WiFi technologies.
  - d. Installation/Commissioning of network switches.
3. Experience of working with network management systems.
4. Experience in managing an IP address management system.
5. Must be able to communicate effectively with a wide range of professionals, customers and consultants.
6. Must be able to understand new technologies quickly and initiate innovative solutions.
7. Must be able to evaluate conflicting demands and make judgements affecting important projects and services.
8. Willing to Travel to the University's outreaches to provide support services.
9. Willing to undertake Occasional work in the evening and at weekends, at such times to be arranged by consultation to meet the needs of the University.
10. Valid Driving Licence.

**DESIRABLE CRITERIA:**

1. Recognised network qualification.
2. ITIL certified.
3. Experience of network troubleshooting, testing and commissioning of network and computer equipment.
4. Experience in network management & SNMP.
5. Experience of supporting MS Windows operating systems.
6. Experience of managing a team of network technicians on a project or on a day to day basis.
7. Experience in providing high quality customer service.
8. Enthusiasm for working with network and security technologies.
9. Recognised qualifications in Health and Safety.