

## Role Profile – The What, The Where, The How

<b>POSITION</b>	Network Engineer		
<b>TEAM</b>	ICT	<b>LOCATION</b>	Coastline House
<b>VERSION</b>	2	<b>LAST UPDATED</b>	July 2019

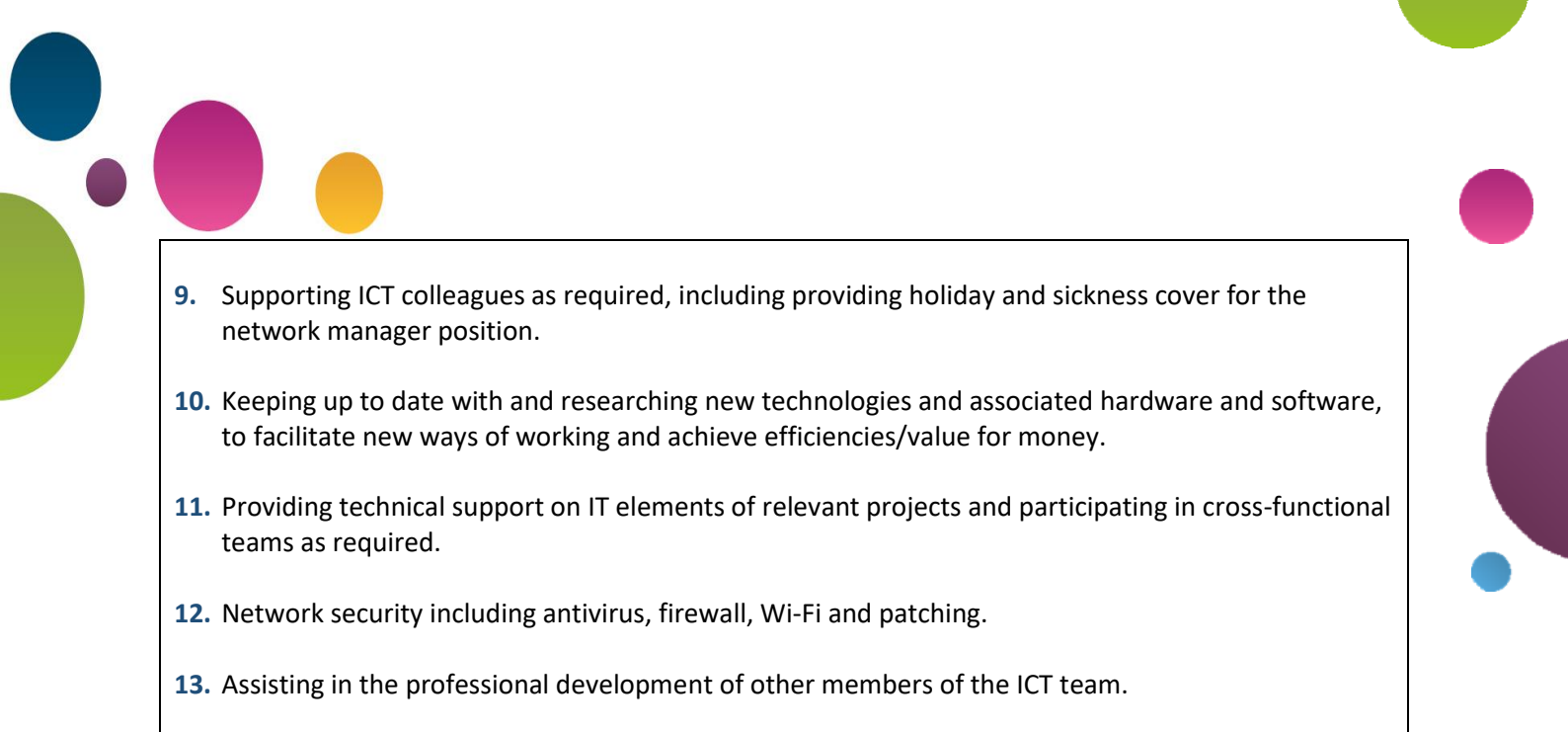
### THE PURPOSE OF THIS ROLE IS TO

Be responsible for the support, maintenance, operation, reliability and service improvement of the Coastline Group's ICT network infrastructure, servers, communications, and security.

## Specific Accountabilities – The Brass Tacks

In the role, day to day, you'll be responsible for:

1. The management and maintenance of all ICT systems within the organisation, allowing the delivery of a secure and managed service, including specification, procurement and the installation of equipment.
2. Managing the infrastructure to ensure fit-for-purpose systems are in place and assisting IT managers in planning future developments and identifying trends in the market.
3. Ensuring maximum security, integrity and minimal downtime of all corporate systems and data, including:
  - a. The management and implementation of hardware server failure/restoring procedures;
  - b. Preventing malicious attack or accidental loss of data;
  - c. Managing file structure and data distribution across all servers.
4. Managing the department's compliance, licensing, policies and procedures, change controls and system updates.
5. ICT support for all internal customers, liaising with end users and the IT team on support issues and new requirements.
6. Assisting with annual budget setting, monitoring and forecasting.
7. The management of external contracts and support agreements.
8. Ensuring that appropriate, robust backup, DR and BCP systems are in place for voice and data services and to test in accordance with planning.

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- 9.** Supporting ICT colleagues as required, including providing holiday and sickness cover for the network manager position.
  - 10.** Keeping up to date with and researching new technologies and associated hardware and software, to facilitate new ways of working and achieve efficiencies/value for money.
  - 11.** Providing technical support on IT elements of relevant projects and participating in cross-functional teams as required.
  - 12.** Network security including antivirus, firewall, Wi-Fi and patching.
  - 13.** Assisting in the professional development of other members of the ICT team.

## Person Specification – The Who

<b>POSITION</b>	<b>Network Engineer</b>		
<b>TEAM</b>	ICT	<b>LOCATION</b>	Coastline House
<b>VERSION</b>	1.2	<b>LAST UPDATED</b>	July 2019

<b>QUALITY</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Personal Skills:</b>	<ul style="list-style-type: none"> <li>• Demonstrate behaviours in accordance with Coastline’s values: Put our customers first Be open, honest and accountable Value each other Strive to be the best</li> <li>• Clear oral and written communication skills</li> <li>• Ability to work to time scales</li> <li>• Ability to explain technical information in a clear, understandable way</li> <li>• People skills; ability to work closely with colleagues</li> <li>• Must be organised, methodical and analytical</li> <li>• Ability to work in cramped locations with high voltage equipment</li> <li>• Ability to work in hot/cold environments for extended periods</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of showing others how to use software and hardware</li> <li>• Enthusiasm for learning and applying new skills</li> <li>• Experience of project work</li> </ul>

<b>Education &amp; Qualifications:</b>	<ul style="list-style-type: none"> <li>• A good level of tertiary education, with a minimum of a diploma in a relevant subject</li> <li>• Microsoft Certified in at least Desktop and Server Admin</li> <li>• Network Security Firewall Certification</li> <li>• Comp TIA A+/Network+/Security+ (or equivalent qualifications)</li> <li>• Evidence of continuous professional development</li> </ul>	<ul style="list-style-type: none"> <li>• Degree in an IT-related subject</li> <li>• ITIL Foundation</li> <li>• Management qualification</li> <li>• Wi-Fi certification</li> <li>• Cisco certification</li> <li>• Communications/VOIP certification</li> </ul>
<b>Experience, Knowledge and Understanding:</b>	<ul style="list-style-type: none"> <li>• Implementation, maintenance, and migrations of Office 365 deployments</li> <li>• Installation, configuration, and maintenance of Microsoft Exchange Server, both On-Premise, Hybrid and Hosted instances, including Unified Messaging</li> <li>• Installation, configuration, and maintenance of Lync/Skype for Business, both On-Premise and Hosted instances</li> <li>• Experience of systems and software maintenance and management along with verifiable technical skills</li> <li>• Experience of designing and implementing and actively managing network infrastructure</li> <li>• Experience of Microsoft Servers, including Active Directory</li> <li>• Experience of installing network and server hardware</li> <li>• Experience of configuring VMWare &amp; Hyper-V</li> <li>• Installation, configuration, and maintenance of Dell physical servers</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of the Microsoft Office Suite</li> <li>• Experience of VOIP, in particular Microsoft Lync/Skype for Business</li> <li>• Experience of Microsoft SQL</li> <li>• Experience of Microsoft SharePoint on premise and online</li> <li>• Disaster recovery and business continuity planning</li> </ul>

<b>Job-related skills:</b>	<ul style="list-style-type: none"> <li>• Investigative and problem solving skills, with an ability to resolve technical issues independently.</li> <li>• Appreciation of data security issues</li> <li>• Clear verbal and written communication</li> <li>• Ability to manage conflicting priorities</li> <li>• Ability to work unsupervised using own initiative</li> <li>• Able to work towards tight time scales and deadlines</li> <li>• Commitment to a customer-focused service to achieve business objectives</li> <li>• Project and resource management experience</li> <li>• Be able to work as a team member</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working in a multiple site office</li> <li>• Experience of working in a housing association</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Have access to vehicle to travel and transport kit to other offices and sites</li> <li>• Availability to work occasional unsocial hours when requested</li> <li>• Basic DBS check</li> </ul>	<ul style="list-style-type: none"> <li>• Willingness to travel out of county to attend training courses when required</li> </ul>

### General Obligations - For All Of Us

1. Represent the company positively with all external agencies
2. Service and support the company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the company's health and safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the company's policy and standards.

## Reporting

- Reports to the Network Manager

## Contacts

### Internal

- All staff, the senior management group, the Executive Team

### External

- Customers, customers' representatives, housing associations, local authorities, housing corporations, other Government bodies, auditors, consultants, contractors, etc.
- IT contractors, consultants, suppliers and stakeholders.

