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| **Job Title** | Network Engineer |
| **School / Service** | IT Services |
| **Grade and Salary Range** | Grade D |
| **Location and Hybrid working status** | All campuses - Hybrid working |
| **Reporting to** | Head of Infrastructure |
| **Responsible for** | No management responsibility |
| **Liaison with** | All Schools and Services |
| **Contract type** | Permanent, Full Time |

Build your career, follow your passion, be inspired by our environment of success **#BeTheChange**

**THE UNIVERSITY OF EAST LONDON**

If you are seeking a career that combines innovative education with a passion for crafting positive change, look no further than the University of East London. Founded in 1898 to meet the skills needs of the 2nd industrial revolution, we’re now in Year 5 of our ground breaking 10-year Vision 2028 strategic plan, orchestrated by our Vice-Chancellor and President, Professor Amanda Broderick.

Our goal is to advance industry 5.0 careers-first education and provide a clear path to the jobs and opportunities of the future. We are committed to driving diversity in the 5.0 talent pipeline, working in partnership to promote talent wherever it is found and creating a sustainable, inclusive, and green future.

But we can't achieve this goal alone. We need forward-thinking, innovative, and curious individuals like you to join our community and help us shape the future. As part of our team, you'll have the opportunity to work with a diverse range of people who share your passion for generating positive change. We’re an inclusive and welcoming community that is constantly moving forward, never satisfied with the status quo.

If you're ready to join a team that values your outstanding skills and perspectives and is dedicated to making a difference, we invite you to explore a career with us. We are excited to welcome versatile individuals who are committed to advancing their careers while making a positive impact on the world.

**IT Services**

IT Services is a centralised resource working collaboratively with the University community to transform UEL's digital world in line with the University’s Vision 2028 strategic plan. Engaging in ground-breaking initiatives delivered within a dynamically developing cloud environment, IT Services work closely with staff, students, partners and other key collaborators to identify technological improvements to our learning and working environments. We implement, develop and provide support for systems and services within the university’s IT Service Portfolio.

Every member of staff will embrace the University’s values, ensuring their behaviour reflects the ethos of the University, one committed to building a learning community founded on equality of opportunity and celebrating the rich diversity of our student and staff populations.

**Job Purpose**

We are looking for a hardworking and methodical individual, who is passionate about technology, to help develop and maintain the network infrastructure within UEL. This position will support the operations and maintenance of onsite physical hardware, address network incidents, implement planned changes and ensure the overall service continually meets agreed expectations. You will also provide a point of escalation to the Operations teams, ensure documentation is current and relevant and ensure solutions are monitored in keeping with security and availability strategies.

We are looking for a versatile individual who has a methodical approach, a genuine interest in problem solving and a desire to forge a career path in IT networking. The ability to identify and fix issues is important. The applicant should be able to apply a methodical approach to identifying issues, working through problems to systematically identify root causes. Working under the guidance of the Cloud Infrastructure Network Specialist, you will have responsibility for the operations and delivery of network services, supporting all infrastructure and actively contributing to our customer’s success.

**Key Duties and Responsibilities**

* Supporting the installation, configuration and ongoing management of physical and virtual networking infrastructure
* To support providing an excellent connectivity experience for all users by ensuring the network achieves and ideally exceeds, agreed service levels.
* To assist in the development of all networking systems for the University and help drive improvements to achieve improved outcomes for staff and students.
* Ensure all systems and services are fully documented to appropriate standards to enable effective and efficient support of the environments.
* Work collaboratively across the service whilst working towards an agreed network architecture.
* Be able to translate the requirements of colleagues into deliverables and align them with the ongoing development of the university’s network services.
* Develop and maintain a symbiotic partnership with colleagues responsible for Cyber security strategy and implementation.
* To develop your own knowledge in aligned networking technologies and apply it to the benefit of the University’s staff and students.
* Ensure onsite spaces are checked regularly and perform configuration duties.
* Lead incidents and problems raised, through to successful resolution.

The duties and responsibilities outlined above provide a general overview of the range of tasks that a Network Engineer at the University of East London may be required to perform. Please note that this job description is not exhaustive, and additional tasks aligned with the role's grade may be assigned as needed.

The job description may also be updated to reflect changes in circumstances, and employees will be consulted if any amendments are required.

**All employees must adhere to all UEL policies and regulations, demonstrating a commitment to equal opportunities within a diverse and multicultural environment. Employees are also expected to actively contribute to building and maintaining a positive reputation for UEL in all their professional activities.**

**PERSON SPECIFICATION**

**Knowledge, Skills and Experience**

**Essential**

* A genuine passion for networking and a desire to build on your existing networking knowledge in a dynamic environment. (I)
* Appreciation of supporting a large, multi-site network and supporting network solutions. (A, I)
* Understanding and experience of administering Firewall devices. (I)
* Appreciation of enterprise routing and switching protocols. (I)
* Understanding of DNS and DHCP concepts. (I)
* Competence in solving service-effecting issues and seeing through to resolution. (A, I)
* Experience of network infrastructure management toolsets. (A, I)
* A strong passion for working with existing, and emerging, network technology and a passion for continual learning in this area (I)
* Understanding of network topologies, including routing and switching concepts. (A, I)

**Desirable**

* Experience in the provisioning and management of new equipment within a network. (I)
* Experience of administering a large network in a Higher Education institution. (I)
* Experience of network-management toolsets. (I)
* Experience handling enterprise switching and Firewall technologies from vendors such as Cisco and Juniper. (A, I)

**Competencies Required**

* Networking: A basic understanding of fundamental networking concepts like; TCP/IP, OSI model, routing, switching, subnetting, and VLANs. The ability to diagnose and resolve common network issues and an awareness of network security principles including; firewall configurations, VPNs, access control lists (ACLs), and basic security best practices. (A, I)
* Documentation Skills: Ability to create and maintain network documentation, including network diagrams, IP address plans, and equipment configurations. (A, I)
* Communication: Superb communication skills to collaborate optimally with colleagues at all levels and with external partners (I)
* Problem-Solving: A proactive and analytical demeanour to identify and resolve network-related issues efficiently. (A, I)

**Education, Qualifications and Achievements**

**Essential**

* A-level in a STEM Subject. (A, C)
* Evidence of formalised training or self-study related to networking applicable to enterprise environments. (A, C)
* Relevant technical certifications in Network management and support. (A, C)

**Desirable**

* ITIL Foundation.
* Experience in a comparable role within the Higher Education Section.

## Criteria tested by Key:

A = Application form

C = Certification

I = Interview

T = Test

UEL is an inclusive equal opportunities employer and are proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to accept our EDI policy and will not tolerate discrimination in any form. As an employee of UEL, we expect you to follow all relevant Health & Safety policies.

We're a disability confident employer and value all applications. Please let us know if you require any reasonable accommodations throughout the recruitment process.

So, if you’d like to take your career to the next level with us here at the University of East London and are passionate about our environment and commit to success, we want you to apply today!