

ITS Specialist (Network and Smart Campus)

Job Ref: REQ250125

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

School/Department Summary

IT Services is largely based in Holywell Park, a beautiful area of our green campus with a large car park, good public transport links and next to Burleigh Woods. Loughborough IT came top in the National Student Survey for IT resources & facilities in supporting learning for several years in a row.

We have a very supportive culture, an understanding of work/life balance, with hybrid working available. Staff particularly enjoy the flexibility available and the opportunity to contribute to interesting University wide projects. Colleagues have a wide variety of backgrounds from different areas, bringing a broad range of experiences.

Training is encouraged via secondment opportunities, lots of internal courses run by Organisational Development, job shadow, as well as online learning and external providers. Departmental lunches allow us to get together to meet all colleagues in person on a regular basis, in an informal setting

Benefits

The University offers a wide range of employee benefits which can be found [here](#).

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. [For further information](#) on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>.

The University is committed to enabling staff to maintain a healthy work-home balance and has several family-friendly policies which can be found [here](#).

Job Description

Job Grade: Management and Specialist, Grade 6

Job Purpose

Network and Smart Campus are a team within IT Services. The team are responsible for the delivery and operations of the campus IT network, comprising ~2,000 switches, ~6,000 wireless access points, ~350 comms locations, several miles of cross-campus fibre optic cabling and structured cabling within buildings. The network is Cisco SDA (Software Defined Access with a Catalyst Centre management platform). The team are responsible for the physical integrity of the two onsite Data Centres (power, cooling and physical environment).

As a member of the Network Team, you will provide operational support for the campus data network and underpinning platforms (AAA servers, DHCP and DNS). This includes day to day troubleshooting on wired and wireless network infrastructure, and problem solving to ensure network performance is optimised.

The role holder will be required to provide a high level of expertise and hands-on support in configuration, fault diagnosis, and preventative maintenance on all aspects of the campus data network. You will also be expected to work on IT projects and contribute ideas to deliver innovative solutions.

The primary focus of the role will be to carry out business as usual activities of the team including patching, replacing/diagnosing/installing switches/APs, progressing Service Desk cases, and as well as undertaking designated project work. You will collaborate with colleagues in IT Services and across the University and will be engaged in a varied set of projects and initiatives. There will be opportunity to develop your technical skills and take a lead in service ownership of one or two network-related disciplines.

Job Duties

- Undertakes programming changes on the University's campus data network using the as appropriate management platforms as required, ensuring such changes are tested and documented in line with the University's change management policy.
- To be 'hands-on' with the physical network infrastructure, visiting comms room, undertaking copper and fibre patching, replacing network equipment hardware, and carrying out comms room maintenance activities.
- Provides support for students and staff with connectivity issues, giving advice or attending in person to investigate and resolve problems.
- Progresses service desk cases logged on the workflow management system ensuring a prompt response and restoration. Escalates to third party suppliers or team manager where necessary.
- Proactively monitors all components of the University campus data network using network management tools, responding to system alerts to ensure any issues, faults or capacity problems are picked up, where possible prior to service being affected. All issues should be dealt with appropriately via engagement with colleagues in the team, other service teams within IT Services or by escalating to the team manager.
- Progresses service improvements and projects requiring network expertise. This includes working with stakeholders to analyse and understand requirements, contribute technical content, and work to provide innovative IT solutions to support networking aspects. This may include the management and co-ordination of contractors working in support of the responsibilities of the team, as necessary.
- Contributes to the implementation of service continuity measures which include: the development of Service Recovery Plans, system backup processes, testing of system recovery, system cloning for development and testing purposes. This includes providing advice for Business Continuity scenario planning.
- Develops and maintains knowledge of a technical specialism by, for example, reading relevant literature, attending conferences and seminars, meeting and maintaining contact with others involved in the technical specialism and through participating in national and regional events provided by UCISA and JISC, etc as appropriate.
- To be familiar with relevant University procedures and policies (EDI, acceptable use, data protection, freedom of information, information security, purchasing etc) and advise colleagues and end-users accordingly.
- Undertakes various other tasks on an occasional basis at the request of more senior staff in the professional service, and to a level commensurate with training, knowledge, grade, and skills.

- All team members take a regular turn in the 'campus responder' role (currently one day or two days per week), being the first point of call for incidents and service requests requiring a physical visit on campus.

Note – The role will be primarily office-based with some scope to work from home depending on operational requirements at the time.

The role holder will be required travel between buildings on the Loughborough Campus or adjacent third-party halls of residences within Loughborough. It will be a requirement to visit the Loughborough London campus on an occasional basis.

Note: This job description was created in the spirit of the BCS (The Chartered Institute for IT), SFIA (Skills for the Information Age) level 5 and 6 with support from the BCS.

IT Services Special Conditions:

This post involves configuration, development, or management of infrastructure for corporate IT systems or carrying out other work that requires privileged access to applications and data. Therefore, applicants must provide details of referees including their current line manager covering the three years prior to their application to a post at the University.

Many staff carry mobile phones which allow them to be notified by various systems at all reasonable hours of the week. When monitoring, diagnosis and configuration of services needs to be done outside normal working hours, it can sometimes be appropriate for the work to be carried out remotely at home when convenient.

Attendance on site outside normal working hours is occasionally necessary, for example during major system changes and maintenance. Such out-of-hours working is scheduled in negotiation with the group of staff with relevant skills and takes account of the personal commitments and wishes of colleagues.

For purposes of system management, IT Services staff often have enhanced access to data, files and computer systems and must always respect the privacy of information to which they have enhanced access. The only exception to this will be investigations authorised by IT Services Director or their nominee.

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others, and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to always observing the University's Equity & Diversity policy and procedures. Duties must be carried out in accordance with relevant Equity & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to the Network and Smart Campus Team Manager.

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	[EC1] Experience in working on Cisco networks through design, implementation or operational roles.	1,3
	[EC2] Experience in structured cabling systems including patching, testing and troubleshooting	1,3
	[EC3] Experience in use of optical fibres including patching, testing and troubleshooting	1,3
Skills and abilities	[EC4] Excellent logical diagnostic skills demonstrated by the ability to troubleshoot and resolve complex technical issues with wired and wireless networking technologies.	1,2
	[EC5] Ability to analyse and manage incidents and the ability to provide innovative technical solutions.	1,3
	[EC6] Technical investigation skills, the ability to research and collate information from a variety of sources into technical reports and recommendations.	1,2
	[EC7] Ability to communicate effectively with both IT and non-IT staff.	1,3
	[EC8] Ability to produce clear technical documentation in standard MS Teams/Sharepoint locations in a Microsoft format	1,3
	[EC9] Self-motivated, quick learner, able to work unsupervised and to contribute as an effective member of the team.	1,3
	[EC10] Good time management, task management/tracking, and ability to prioritise.	1,3
	[EC11] Good level networking skills with measurable experience of IP (v4 and v6), routing, switching, DHCP, DNS, RADIUS, 802.1X	1,2
Training	[EC12] Demonstrate evidence of proactively undertaking your own professional development.	1,3
Qualifications	[EC13] Degree combined with relevant professional IT qualifications and experience. OR alternative qualifications and experience.	1
Other	[EC14] To promote and engage with the principals in the University Equity, Diversity & Inclusion Core Plan, and associated initiatives.	3

Desirable Criteria

Area	Criteria	Stage
Experience	[DC1] Experience within the HE/FE sector.	1

Skills and abilities	[DC2] Skills in the management of next generation Software Defined Networks (SDN, and/or Cisco SDA).	1,3
	[DC3] A good level of awareness of security issues in IT and methods of managing them.	1,3
Qualifications	[DC4] Formal IT accreditation in relevant technical discipline.	1
	[DC5] ITIL Foundation qualification or training.	1

Conditions of Service

The position is Full-time and Open-ended. Salary will be on Management and Speciality Grade 6, £35,116 – £45,413 per annum, at a starting salary to be confirmed on offer of appointment.