Job Description

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Systems Engineer - Schools	JEID	IT004
Salary Grade:	Grade J		
Team:	Networks		
Division / Service:	ICTDS		
Directorate:	Resources		
Primary Location:	Warwick		
Political Restriction	None		
Responsible to:	Team Leader		

Role Purpose

This is a vacancy for a Systems Engineer in Warwickshire County Council's Schools ICT Development Service (ICTDS) Network Team, to help provide a resilient and stable network to approximately 180 school sites. The team consists of 3 people who are responsible for provisioning and troubleshooting Alcatel and Cisco routers and switches, and Alcatel/ Aruba and Ruckus wireless solutions. The Network Team work alongside a wider ICTDS technical team, and deliver a service which is vital in underpinning the work of the ICT Development Service.

The Systems Engineer role is varied and involves visits to schools around the county to conduct network surveys, replace equipment, or investigate and fix local issues, as well as remote support for both the wired and wireless networks.

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Role Responsibilities

Design and Configuration

To implement network solutions for primary and secondary schools of up to 2,000 pupils.

To configure Cisco routers and Cisco and Alcatel LAN switches, wireless controllers, and controller-less wireless systems.

To conduct infrastructure and wireless surveys and make costed recommendations to schools.

To configure and support Checkpoint firewalls.

To work with network technologies such as OSPF, BGP, NAT, policy-based routing, QoS, VoIP.

To undergo certification as required in order to be able to conduct site visits and work on sites which are undergoing construction (e.g. ECS card)

To write and maintain documentation for new services or systems where appropriate.

Support

To provide support on ICTDS WAN, LAN and wireless and firewall technologies.

To provide support to schools via the call logging system (currently Supportworks), taking ownership of calls, and ensuring that calls are dealt with following Service Level Agreements (i.e. resolved, placed on hold for a defined reason, or flagged to the manager as requiring support).

To pro-actively monitor the Schools network and take appropriate action if a site goes down.

To monitor the health of the Schools network devices and take appropriate action in the case of poor performance.

To participate in hardware replacement programmes across multiple school sites in a timely manner as and when needed.

To visit site in a timely manner as and when needed for support.

To work collaboratively with 3rd party suppliers to assist with the diagnosis and resolution of faults, using your expert knowledge to hold them to account.

To work collaboratively with the other engineers in the team to ensure that cover is provided for periods of holiday and other absence.

To ensure an accurate record of ICTDS networks equipment in schools is maintained by photographing the relevant cabinet and storing the photos centrally.

Development

To keep up to date with software and hardware developments and advise schools accordingly.

To participate in development projects as required.

Liaison

To act as point of contact and liaison with communications suppliers to ensure that problems are resolved, and to report significant problems to the line manager.

To provide advice to customers who want to order new wireless, broadband or LAN infrastructure from ICTDS.

To maintain awareness of schools' financial constraints and market the service accordingly where the opportunity arises.

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Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria	Assessed By:
• A relevant degree, NVQ Level 4 or equivalent in a relevant subject, or at least 3 years' experience in a relevant ICT environment	A,D
• Experience of configuring Cisco switches and routers	A,I
• Good general understanding of networking concepts	T
• Hands-on installation experience of IT equipment	A,I
• The ability to independently interpret and analyse varied and complex information or situations.	I
• Proven advisory skills including the demonstrated ability to persuade others to adopt a course of action which is not necessarily their preferred approach	I
• The ability to make frequent decisions and exercise initiative independently to fulfil the requirements of the role	A,I
• The ability to work under a high degree of pressure, including meeting unpredictable deadlines and dealing with conflicting demands	A,I
• To communicate clearly and precisely in writing	A,I
• To demonstrate clear, precise and succinct verbal communication	I
• The ability to travel to any site supported by the department whilst complying with the Driving at Work policy	A,I

Desirable Criteria	Assessed By:
• Experience of working in or with schools	A,I
• Experience of configuring Alcatel switches and routers	A,I
• Previous experience of working as a network engineer	A,I
• Hands-on installation experience of networking equipment	A,I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and hazards that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities in accordance with all Warwickshire County Council policies, procedures and arrangements as specified for the post / role.

Potential Hazards

The hazards ticked below are elements of the job that may need to be considered when applying for the role, as well as when completing a Work Health Assessment.	
☒ Regular client contact or care	☐ Exposure to noise levels (above 80dbA)
☒ Lone working (Occasionally)	☐ Working with waste or refuse
☐ Night working	☐ Food Handling
☒ Work at heights	☒ Manual handling tasks (Occasionally)
☐ Working in confined spaces	☐ Electric work
☒ User of Display Screen Equipment (DSE)	☐ Contact with Latex
☐ Repetitive tasks	☐ Chemical / Dust / Fume Exposure (COSHH)
☐ Continual telephone use *(call centre)*	☐ Working with vibrating tools / machinery