

(Tier 5)

Tier 5/ Senior Network Administrator, Scale O

Directorate: Service area:	Resources Directorate – Enabling Services – ICT & Digital
Accountable to:	Team Lead – Network & Comms
Accountable for:	N/A
Politically restricted post	This position is not politically restricted
Delivery teams:	N/A

Context

You will play an active role as part of our Network & Comms team working in partnership with our commissioning teams to design and deliver customer focussed services that meet our delivery capabilities.

You will support the Service Manager and other Delivery Team Leaders in achieving our organisational vision and outcomes.

You will work collaboratively with your team to meet the outcomes of the service delivery plan. You will develop and maintain good working relationships with our range of key stakeholders including statutory partners, service providers, voluntary sector and customers.

Specific role assignment

Delivery responsibilities	<p>ICT Support queue management. Configuration & trouble shooting.</p> <p>To deliver the cost-effective, high quality technical services offered by the WCC ICT & Digital. To undertake the diagnosis and resolution of complex technical problems and difficult incidents. To deliver accurate and informative ICT advice and service to customers in line our organisational vision and outcomes and new emerging technologies. To actively engage in research and development projects.</p> <p>Technical Lead on: The development and support of network technologies, including core MPLS, LAN/WAN, LFFN, switching, firewalls, and web filtering.</p> <p>Development and Project Management: To actively participate in programmes of evaluation and testing of new technology and equipment.</p>
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(Tier 5)

	<p>To take a leading role in any research and development projects.</p> <p>To understand the technical and financial implications of project proposals and make recommendations to present to the management team.</p> <p>To monitor the status of all projects by recording the completion and progress of all key tasks and Stages.</p> <p>To take a leading role in pilots or trials.</p> <p>To develop and maintain operational technical processes and procedures.</p> <p>To be proactive in making recommendations for service improvements to the Team Lead Network & Comms.</p> <p>Technical Support:</p> <p>To ensure that calls are dealt with our delivery capabilities.</p> <p>To ensure that calls are analysed in order to offer advice on prevention of problems.</p> <p>To contribute to a knowledge base of solutions.</p> <p>To ensure that outstanding calls are monitored and that action is initiated to resolve them in a timely Manner.</p> <p>Liaison:</p> <p>To liaise with customers to maintain regular dialogue ensuring the responsiveness and development of the service.</p> <p>To act as point of contact and liaison with other third party software and hardware suppliers and to report significant problems to Management Team.</p> <p>To liaise closely with colleagues about support issues and improvements and developments.</p> <p>To undertake other duties commensurate with the nature and status of the post as directed by the Team Lead Network & Comms.</p> <p>To share responsibility with management for your own self-development.</p> <p>Generic Tasks:</p> <p>Plans, organises and carries out consultancy assignments alone, or leads a team of consultants.</p> <p>Possesses the perception to devise solutions and recognise opportunities across a very broad front and shows the ability to take action to exploit</p>
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(Tier 5)

	<p>opportunities that will have a measurable effect on profit/operational effectiveness.</p> <p>Maintains knowledge of the technical specialism at the highest level. Takes an active part in appropriate learned, professional and trade bodies.</p> <p>Takes responsibility for specific assignments related to the technical specialism, often as the leader of a team.</p> <p>Maintains up-to-date knowledge of emerging technology trends and developments over a broad range of information and communications technologies. Monitors outcomes of research work, seeking to identify where technology might be deployed in order to deliver business improvements.</p> <p>Takes responsibility for the definition, documentation and successful completion of complex projects, directing and counselling project team members, and advising clients/users as necessary on all phases.</p> <p>Identifies and investigates specific technologies, products, methods and techniques to assess their potential benefit to the organisation and role in the ICT strategy.</p> <p>Takes responsibility for major decision making in the planning of communications networks, taking account of the need for quality, security, availability, reliability, integrity and safety, and utilising (as appropriate) specialised techniques, tools, methods or standards</p> <p>Leads one or more project teams; allocating and monitoring tasks, motivating staff and appraising individual performance.</p> <p>Takes full technical responsibility for all aspects</p>
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(Tier 5)

	<p>of systems specification and design, ensuring compatibility with enterprise and solutions architectures.</p> <p>Plays a major technical role in the assessment and selection of software packages.</p> <p>Provides advice and guidance to, business management, analysts, designers, and less experienced colleagues on all aspects of network design and technology. Interfaces with designers and planners from external suppliers and network service providers , to ensure that network requirements (particularly network response times, volumetric information and security requirements) are reflected in the overall specification.</p> <p>Recognises, and actively seeks ways to exploit information technology to address complex business, organisational and technical issues, of both a conventional and innovative nature. Influences senior level customers and project teams through change management initiatives, ensuring that professional standards are maintained.</p> <p>Leads some, or all, parts of the procurement process (from eliciting users' requirements in respect of products and services, to placing contracts) for those procurements that are of greatest cost or most value to own organisation.</p> <p>Ensures that standards and procedures for the effective integration of systems into operational services are developed, maintained and adhered to.</p>
Key business measures	Dashboard stats

(Tier 5)

Essential experience	<p>Having experience of working in a Network & Communications support environment in the last twelve months.</p> <p>Have knowledge in the following:</p> <p>MPLS</p> <p>Ability to travel independently around Warwickshire.</p>
Specific experience	<p>The ability to independently interpret and analyse varied and complex ICT incidents/ requests logged or situations and to produce resolutions in an agreed timely manner.</p> <p>Substantial post professional experience working within a relevant discipline and/or significant experience at a senior level of partnership working and diverse project management. Experience of managing a substantial area of activity.</p> <p>Experience of providing information and advice including the ability to communicate complicated or sensitive information with varied audiences in person, through technology or writing.</p> <p>The ability to organise own workload and decide priorities.</p> <p>The ability to work within broad practice or guidelines using managerial discretion over a broad area of activity</p> <p>The ability to work under a very high degree of pressure, including meeting unpredictable deadlines and dealing with conflicting demands.</p> <p>Experience of supervising and managing a small team.</p> <p>Experience of contributing to the development of ICT policies and procedures.</p> <p>The ability to pull together plans/develop solutions through the introduction of new/original thinking.</p> <p>The ability to persuade others to adopt a course of action which is not necessarily their preferred approach.</p> <p>The ability to use own initiative to respond independently to difficult problems and unexpected situations.</p> <p>Responsible for management and maintenance of network switching i.e. Alcatel, Cisco etc.</p> <p>Responsible for management and maintenance of wireless networking i.e. ClearPass, Cisco etc.</p> <p>Have knowledge in the following: MPLS</p>

(Tier 5)

Desirable experience	Occasionally work out of the normal contracted hours including Sundays. Experience of supporting technical development projects. Experience of installing, configuring, and maintaining network technology. Proven ability to deliver quality customer care. Proven communication skills, in telephone and face-to-face contact with customers and colleagues. Proven ability to communicate clearly and precisely in writing. The ability to work effectively as a team member to provide a flexible and responsive service. The ability to travel to premises throughout Warwickshire and to transport equipment intended for that premise in a timely manner. Have knowledge in the following: MS Teams Qualifications: ITIL
Specific qualifications/and registration	Full UK Driving License (Max 6 points)
Budget responsibility	Not applicable
FTE responsibility (line management)	Not applicable
Key stakeholder relationships	ICT End Users 3 rd party engagement

(Tier 5)

WCC values and behaviours

The post holder must be able to demonstrate that they role model the WCC values and behaviours.

Our Values – The Warwickshire DNA



Our Behaviours



Strategy... the direction we will take to achieve our outcomes



Plan... what we will do to achieve the strategy



Commissioning... the process of how we will plan, purchase and monitor our services



Strategic Commissioning... the process for understanding, planning and delivering services to achieve the best outcomes



Operational Commissioning... the process for meeting need at an individual level or to a specific group



Delivery... providing services to our customers

