L&Q Group

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| Role title | Network Engineer | | | | | | | Date | | 09/07/18 | |
| Reports to Title | Cloud & Infrastructure Lead | | | | | | | Version | | FINAL | |
| DBS Disclosure Required: | Yes |  | No | X | Standard |  | Enhanced |  | Enhanced  + | |  |
| Responsibility for End Results | | | | | | | | | | | |
| Monitor and maintain the network infrastructure, resolving systems issues whilst also designing, deploying, and implementing new systems that optimise the L&Q IT landscape. | | | | | | | | | | | |
| *Key Responsibilities / Deliverables:* | | | | | | | | | | | |
| Main Accountabilities: List the major activities or functions necessary to achieve the job’s end results. The percentage of time spent on each of these should add up to 100%. | | | | | | | | | | | *Time (%)* |
| 1. Leadership and management including customer service/ values   * Input into architectural designs and be part of the Technical Design Authority * Make changes in accordance with the network architectural principles, with an aim to create best value for the L&Q IT landscape * Contribute to the team’s performance and customer service delivery whilst operating in line with L&Q values by designing, developing and implementing infrastructure solutions | | | | | | | | | | | 20 |
| 2. Strategy/ achieving objectives   * Develop and maintain networking infrastructure, ensuring high availability, performance, reliability and integrity in line with SLA’s set by management * Impart knowledge of networks and infrastructure to help inform decisions made by the SLT regarding the maintenance, deployment, and improvements of the L&Q IT infrastructure landscape * Contribute towards team objectives and key performance indicators through developing software of a high quality in line with departmental standards and procedures and the architectural framework * Additional Duties as required by management, this may include travel between L&Q sites | | | | | | | | | | | 30 |
| 3. Working with others – internal   * Work closely with the Site Set Up and Support Teams to support site commission/de-commission processes * Work collaboratively with other IT functions, including the Service Desk by responding to issues promptly and professionally, with a view to providing exceptional customer service. * Work collaboratively with product teams, business development and support teams within IT, to ensure projects are delivered in a timely manner * Work closely with other Cloud & Infrastructure Engineering Team members to participate and assist in BAU and project work in other areas of the team. Additionally, to support colleagues within Enterprise Services & Security and Engineering pillars wherever necessary. | | | | | | | | | | | 20 |
| 4. Working with others – external   * Maintain relationships with key stakeholders and partners as required * Work alongside third-party vendors to facilitate the improvement of the L&Q IT Landscape * Keep up to date with developments in new technologies and where it can be of use to L&Q, working with partners to commission Proofs of Concepts to demonstrate business value. | | | | | | | | | | | 10 |
| 5. Budgetary responsibility  • Adopt responsibility for the creation of value, and cost efficiency in all aspects of day-to-day work | | | | | | | | | | | 5 |
| 6. Compliance  • Ensure own compliance in respect of governance and adherence to relevant statutory and regulatory provisions | | | | | | | | | | | 5 |

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| 7. Records and systems  • Maintain the necessary relevant IT records and systems | | | | 5 |
| 8. Risks  • Manage risks associated with areas under the jobholder’s control | | | | 5 |
| Financial Responsibility: Enter below any revenue, operating or capital budgets for which the role is accountable. | | | | |
|  | | | | |
| People Responsibility:  Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range. | | | | |
|  | | *Direct Reports* | *Indirect Reports* | |
| Total Employees | | 0 | 0 | |
| Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities. | | | | |
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| Technical Knowledge/Skills | | | | |
| List of technical knowledge/ skills required to successfully perform the job role; including professional qualifications | | | | |
| • Experience of implementing solutions for LAN, WAN, and WiFi in a medium to large organisation | • Experience of working in both Agile and Waterfall Project methodologies | | | |
| • Academic and professional qualification (ITIL, Cisco CCNA) | • Well-organised with the ability to prioritise workload. | | | |
| • Excellent communication skills, with the ability to explain technical solutions to those of a nontechnical background | • Technical knowledge of security/firewalls (IPsec, VPNs, RADIUS, IDS/IPS, Cisco FWSM) | | | |
| • Technical Knowledge of network monitoring systems (Solarwinds) | • Willing to acquire skills and knowledge in other areas of the IT Cloud & Infrastructure landscape. Supporting colleagues across IT with training and knowledge transfer wherever necessary | | | |
| L&Q Values | | | | |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions. | | | | |
| People | | | | |
| • We care about the happiness and wellbeing of our customers and employees | | | | |
| Passion | | | | |
| • We approach everything with energy, drive, determination and enthusiasm | | | | |
| Inclusion | | | | |
| • We draw strength from our differences and work collaboratively | | | | |
| Responsibility | | | | |
| • We own problems and deliver effective, lasting solutions | | | | |
| Impact | | | | |

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| • | We measure what we do by the difference we make |
| Other |  |
| • | Commit to supporting L&Q’s environmental policy and social mission |
| • | I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks |