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

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| 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

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| 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.

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| 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.

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| 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  |