



**Corporate Services
IT – Service Management, Network Delivery**

Network and Telephony Engineer

Internal only: this job is open to staff currently employed within an IT role at the University of Leeds only

The University of Leeds is a research-intensive University that offers an exceptional student experience. With 32,000 students and 7,500 staff across two city centre sites the University operates a large enterprise campus network with diverse IT infrastructure and services. The campus wired and wireless networks comprise over 4,300 network devices supporting over 100,000 devices.

Reporting to the Network Delivery Service Leader, this role will be responsible for the technical administration of the University's network and telephony systems and architectures.

With proven relevant experience in Network and Telephony, you will demonstrate evidence of achievements, skills and knowledge in this area. You will have significant experience of working in a role delivering complex infrastructures and supporting a large enterprise telephony and data network. You will have experience of building effective relationships with customers, users, vendors and suppliers, and communicating with people at all levels throughout an organisation.

University Grade 7 (£31,342 - £37,394 p.a.)

Informal enquiries may be made to Amanda Wheatley, Network Delivery Service Leader tel ext 34064 or Andrew Steel, Network Services Manager tel ext 35848, email a.j.steel@leeds.ac.uk

Closing Date: 22 November 2015

Interviews are expected to be held on 3 December 2015

Ref: CSUIT1048

**Click here for further information about working at the University of Leeds
www.leeds.ac.uk/info/20025/university_jobs**

Job Description

Responsible to: Network Delivery Service Leader

Reports to: Network Delivery Service Leader

Main duties and responsibilities

- Responsible for the technical administration of:
 - Installation, configuration, maintenance and change of networks, systems, hardware and software.
 - Wireless networks including design, planning and troubleshooting.
 - Telephony service incorporating VoIP and PABX (and associated equipment).

- Contribute to the effective service delivery of all network and telephony services to the IT Service Management Framework
 - Develop and maintain technical documentation to a high standard to support operational requirements.
 - Ensure relevant processes and/or procedures are adhered to, that systems are operating correctly, and to report their status.
 - Provide 2nd line support for network and telephony requests, incidents and change management, through use of the University IT Service Management tool.
 - Undertake root cause analysis and problem management.
 - Participate in the development and maintenance of processes to ensure that services are delivered effectively, including identifying issues that require review.

- Responsible for ensuring that all University network and telephony-related cabling is maintained and documented to appropriate levels and to work with colleagues in identifying and planning the provision of cabling sufficient to meet the forecast needs of the University.

- Participate in relevant projects to ensure that the University's network and telephony requirements are met (i.e. new buildings and refurbishments, confirmation and clearing, registration).

- Provide specialist knowledge and complex advice to both technical and non-technical colleagues. Mentor and train colleagues within the network team.

- Contribute to network and telephony strategies, policies, standards and processes and provide technical advice to management.

- Set an exemplary standard in customer service and relationship management by developing and maintaining good relationships with customers, technical partners and suppliers.

- Assist with the investigation of complex problems across multi-disciplinary IT teams and technologies to successful resolution. Apply specialist knowledge and support the involvement of customers, users, IT teams, suppliers and vendors.
- Maintain a high-level of networking and telephony expertise and industry best practice through research, training, vendors, suppliers. Understand how these would integrate with existing solutions at the University.
- Provide advice and guidance to other members of the University on network and telephony matters both for systems that we are managing and those managed by others.
- Assist with the procurement of new services and solutions, including tenders and contracts, working to University financial guidelines.
- Participate in disaster recovery activities both for the telephone systems and the use of telephone systems for other disaster recovery activities
- Any other duties as may reasonably be required, consistent with the grade of the post

Career Expectations

The University of Leeds is committed to developing its staff. All staff participate in the Staff Review and Development scheme and we continue to work with individuals, supporting them to maximise their potential.

Progression to a higher grade is dependent on an individual taking on an increased level of responsibility. Vacancies that arise within the area or across the wider University are advertised on the HR website - <http://jobs.leeds.ac.uk> - to allow staff to apply for wider career development opportunities.

University Values

All staff are expected to operate in line with the University's values and standards, which work as an integral part of our strategy and set out the principles of how we work together. More information about the University's strategy and values is available at <http://www.leeds.ac.uk/comms/strategy/>.

Person Specification

Essential

- Demonstrate significant practical experience of building, implementing and supporting enterprise networks within a large complex organisation.
- Demonstrate knowledge and experience in the following:
 - layer 2 and layer 3 campus networks
 - voice network technologies
 - Cisco routers, switches and wireless technologies
 - Traditional telephony exchanges
- Demonstrate substantial knowledge of cabling technologies.
- Demonstrate understanding of the convergence of network and telephony technologies.
- Demonstrate experience of working in a complex multi-vendor environment.
- Demonstrate strong technical knowledge and working application of a wide range of computer, software, storage, internet and communication technologies along with understanding of IT principles including regulatory, legislative and industry practices.
- Demonstrate an ability to present detailed information in a meaningful way to a wide variety of people, through a variety methods including proven and effective documentation skills.
- Demonstrate experience of collaboratively working on the investigation of complex problems across multi-disciplinary IT teams and technologies through to successful resolution.
- Demonstrate experience of successfully building and developing partnerships and working effectively in cooperation with a wide range of customers and suppliers.
- Demonstrate experience of communicating clearly and effectively, with a broad range of stakeholders, using influencing skills and persuasion.
- Demonstrate experience of prioritising own workload and that of others to achieve deadlines.
- Demonstrate experience of working as part of a team to achieve common goals as well as experience working autonomously.
- Demonstrate an ability to work out of hours and out of the office when required.

Desirable

- Hold professional network certifications e.g. CCNA (Cisco Certified Network Associate), CCNA Wireless or CCNA Voice or equivalent qualifications from alternative vendors.
- Demonstrate knowledge and experience in the following:
 - Cisco data centre network architectures
 - IP services (DNS / DHCP / RADIUS)
 - security systems (firewall, IPS)
 - network management platforms
 - remote access systems
- Hold ITIL foundation qualification or similar demonstrable experience of working with best practice service management.
- Demonstrate knowledge of the technologies around unified communications platforms.
- Demonstrate experience of using ServiceNow or another Service Management Tool for incidents, service requests and change management.
- Demonstrate experience of working in an academic environment preferably in higher education.
- Demonstrate a working knowledge of using UNIX operating systems such as Solaris or Linux.

Additional Information

The University offers generous terms and conditions of employment, a wide range of benefits, services, facilities and family friendly policies. Full details are available on the Human Resources web pages accessible at www.leeds.ac.uk/hr

The Partnership

The Partnership has been developed by students and staff and describes the mutual expectations of us all as members of the University of Leeds community. More information about the Partnership is available at <http://partnership.leeds.ac.uk>

Disclosure and Barring Service (DBS)

A Disclosure and Barring Service (DBS) Check is not required for this position. However, applicants who have unspent convictions, cautions, reprimands and warnings, including any pending criminal proceedings must indicate this in the 'other personal details' section of the application form and send details to the Recruitment Officer at disclosure@leeds.ac.uk.

Disabled Applicants

The post is located in the IT Services building. Disabled applicants wishing to review access to the building are invited to contact the department direct. Additional information may be sought from the Recruitment Officer, email disclosure@leeds.ac.uk or tel + 44 (0)113 343 1723.

Disabled applicants are not obliged to inform employers of their disability but will still be covered by the Equality Act once their disability becomes known.

Further information for applicants with disabilities, impairments or health conditions is available in the applicant guidance.