RECRUITMENT PACK

This document includes the following information:

- Job Description
- Person Specification
- Additional information

Making an application:

When completing the on-line application form you will be asked to answer questions to help you demonstrate how you meet the requirements of the post. Your answers will be used at the shortlisting and interview stages of the recruitment process. We therefore recommend that you take a copy of this recruitment pack to help with your preparation.

NOTE: You don't have to answer the questions in one attempt, but can save your incomplete application and return to it at another time. You may want to draft your answers using Microsoft Word and then copy your text into the application form. Please be aware that formatting (e.g. underline, bold, bulleting) will be lost in this process. If you are using an Apple product you will need to use an alternative web browser to Safari such as Google Chrome.

- Links to Guidance Notes and Frequently Asked Questions can be found on the Search Results page. These pages will open in a new window.
- **We recommend that you take a copy of this recruitment pack to help with your preparation.**

A commitment to sustaining an inclusive and diverse community is one of the University's Core Values and we are keen to address any imbalances in our workforce.

The University of Essex is proud to be part of the Disability Confident scheme and is committed to supporting diversity and equality, representative of our inclusive community. As part of our commitment to this scheme any candidate who has a disability and meets all the essential criteria for the role will be offered an interview. We also work in partnership with national disability organisation DisabledGo who provide detailed online access guides to many of our campus buildings and facilities which you may find useful.

Please note: We are only accepting on-line applications for this post. However, if you have a disability that makes it difficult for you to provide us with information in this way, please contact the Resourcing Team (01206 876559) for help.

Closing Date: 3 March 2019
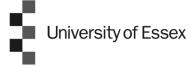
Interviews are planned for: 18 March 2019

JOB DESCRIPTION – Job ref REQ02362

Job Title and Grade:	Network and Telecoms Technician Grade 6
Contract:	Permanent, Full-time (Part-time hours will be considered, please see general information)
Hours:	36 hours per week (Part-time hours will be considered, please see general information)
Salary:	£26,243 − £29,515 per annum (pro-rata for part-time)
Department/Section:	Innovation and Technology Solutions
Responsible to:	Director of Innovation and Technology Solutions
Reports on a day to day basis to:	Networks Manager
Principle purpose of job:	Configure, install, monitor, maintain and upgrade network and telecoms equipment in a networked IP enterprise environment; providing value to education, research, commercial customers and professional services.

Duties of the Post:

Purpose of the post and context

Innovation and Technology Solutions are currently conducting a rapid expansion of network and telephony services in furtherance of the ambitious goals set out in our Universities strategic plan.

We have a mandate to explore new technologies and processes in close support of the Universities strategic ambitions. This has exciting implications for the processes and technologies that the Network and Telephony team work with.

The post holder will play an active frontline role in the direct implementation of many of these processes and technologies. You will work to both support and continually improve the services that the Networks and Telephony team provide. Principally these are SIP and analogue telephony services, campus networking services, enterprise WiFi services, data centre networking services, internet and WAN services, firewalling services, and DNS DHCP and IP Address Management services.

It is vital that networks and telephony services remain in step with the diverse range of technological projects that the wider University is undertaking. These projects require that the Networks and Telephony team provide enabling services which consistently meet or exceed their service utility and warranty requirements.
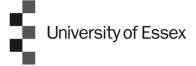
This position will play a leading role in the ongoing programme to improve and maintain the physical data cabling estate and network node locations. This includes the implementation of industry recommended design, operational practice, and the application of vital infrastructure safety regulations.

The position will play a frontline role in the technical support relationship with the Knowledge Gateway research and technology park and associated commercial tenants.

The main duties of the post will include:

Strategy and Planning
1. Understand the University organisational and customer IT needs and help translate requirements for the delivery of new facilities and services.

2. Contribute to network and telephony plans and architecture.

Service Development and Delivery
3. Provide second line technical support to the IT Helpdesk on matters relating to networking (both wired and Wi-Fi) and SIP/analogue telephony.
4. Work closely with the rest of the network team in the management of IP devices connected to the University network, including the management and assignment of IP addresses.
5. In conjunction with the Telephone Services Coordinator facilitate both traditional (analogue) and SIP telephony services, including the assigning and moving of extension numbers.
6. Deliver fault-resolution, auditing and management of cables and associated record keeping.
7. As part of the IT Service Network team manage external and internal firewalls and associated services such as 802.1x authentication and VPN.

Teamwork and Motivation
8. Work with the team to deliver the wider portfolio of network and telecoms services and develop shared ways of working.
9. Work with other teams in Innovation and Technology Solutions to ensure the smooth running of dependent services.
10. Work closely with other team members on delivery of projects.

Communication and Collaboration
11. Liaising with customers and suppliers to ensure timely delivery of services.
12. Deliver and participate in the sharing of knowledge amongst the Network and Telephony team.
13. Work with the wider University and understand their requirements from technology and where appropriate bring these forward for further investigation.
14. Documenting and reviewing standard procedures.
15. Liaise closely with others in Innovation and Technology Solutions and particularly the Information Officer and second line support staff in providing accurate, relevant and up-to date documentation for networks and telecoms services.

Investigation, Analysis and Research
16. Keep abreast of new developments, approaches, benchmarking and good practice across the sector and participate in wider communities.
17. Review daily logs and performance data to ensure that growth is well managed and problems are proactively identified.
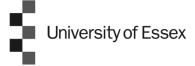
Other
18. Ensure that the University and Innovation and Technology Solutions health and safety and other policies and procedures are followed.
19. Any other duties as may be assigned from time to time by the Director of Innovation and Technology or their nominee.

These duties are a guide to the work that the post holder will initially be required to undertake. They may be changed from time to time to meet changing circumstances.

Terms of Appointment:
For a full description of the terms of appointment for this post please visit:
https://www.essex.ac.uk/staff/employment-policies-procedures/my-contract

February 2019

University of Essex

PERSON SPECIFICATION

JOB TITLE: Network and Telecoms Technician

Qualifications /Training

	Essential	Desirable
▪ A degree in an IT discipline or equivalent professional experience/qualifications.	☒	☐
▪ ITIL foundation certificate.	☐	☒
▪ CompTIA Network+ certificate.	☐	☒
▪ Cisco CCENT or equivalent certification	☐	☒

Experience/Knowledge

	Essential	Desirable
▪ Experience of enterprise networking environments.	☒	☐
▪ Understanding of IP and Ethernet networking.	☒	☐
▪ Significant experience of working with and supporting IT hardware.	☐	☒
▪ Experience of working with a service desk.	☐	☒
▪ Experience of either SIP IP or analogue telephony, preferably in an enterprise environment.	☐	☒
▪ Experience of working in a University.	☐	☒
▪ Experience of deploying hardware and software in enterprise environments.	☐	☒
▪ Experience of the full lifecycle for medium or large projects.	☐	☒

Skills/Abilities

	Essential	Desirable
▪ Excellent communication and interpersonal skills.	☒	☐
▪ Strong administrative and organisational skills.	☒	☐
▪ Exceptional attention to detail.	☒	☐
▪ The ability to work safely with electrical equipment.	☒	☐
▪ Ability to deliver excellent customer service and to continually improve the customer experience.	☒	☐
▪ Ability to build and maintain good working relationships with a wide variety of people at all levels.	☒	☐
▪ The ability to manage competing priorities and work to deadlines in a busy environment.	☒	☐
▪ The ability to work independently or as part of a team.	☒	☐
▪ Able to undertake manual handling.	☒	☐

Other

	Essential	Desirable
▪ Ability to meet the requirements of UK 'right to work' legislation*.	☒	☐
▪ Flexibility in working arrangements.	☐	☒
▪ Possession of a full UK-valid driving licence.	☐	☒

* The University has a responsibility under the Asylum, Immigration and Nationality Act 2006 to ensure that all employees are eligible to work in the UK. Prior to commencing employment, the successful candidate will be asked to provide documentary evidence to this effect. Please note that the University will not be able to issue a Tier 2 Certificate of Sponsorship for this post. For further information about UK immigration requirements please follow this link
https://www.gov.uk/government/organisations/uk-visas-and-immigration

February 2019

ADDITIONAL INFORMATION

Innovation and Technology Solutions section

You can find more information about the department at the following link: http://www.essex.ac.uk/it/

General information

It is anticipated that the appointment will be made on a full-time basis, however we would welcome applications from individuals who would consider a part-time appointment from 0.5FTE (18 hours per week) upwards. Please state clearly on your application form if you wish to be considered for a full-time or part-time appointment.

Informal enquiries may be made to Kit Lindsley, Networks Manager (telephone: 01206 872581, e-mail: kit.lindsley@essex.ac.uk). However, all applications must be made online.

People Supporting Strategy

Please find a link to the People Supporting Strategy below:

https://www.essex.ac.uk/-/media/documents/directories/human-resources/people-supporting-strategy.pdf

Pay and benefits

We advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range. The university salary structure includes automatic pay progression within the published grades, subject to service and performance. In addition to this, there are performance related annual pay review schemes in place.

As an employer we offer a range of benefits and a commitment to career development and equal opportunities in an environment that both reflects and creates a rich interaction of people, disciplines and ideas.

- Pension scheme
- Generous holiday entitlement
- Competitive salaries
- Training and development Family Friendly policies
- On campus childcare facilities, for more information visit www.wivenhoeparkdaynursery.co.uk
- Relocation package for qualifying staff
- Interest free season ticket loan
- Range of optional salary exchange tax benefits (pension and bicycle schemes)

This document is produced by:

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