

## JOB DESCRIPTION

### Senior Network Infrastructure Specialist

Responsible to:	Network Architect
Immediate Subordinates:	None
Salary:	£45,000 to £52,000 plus benefits

#### Overview

Based in the North-West, TNP are looking for an enthusiastic, high calibre Senior Network Infrastructure Specialist to join our dynamic company.

A large proportion of TNP's customer-base is public sector, currently offering services to local authorities, health and education, including provision of managed Wide Area Networks, Local Area Networks, Wireless LAN and Security. Therefore, a candidate with experience of working in, or for, the public sector would be advantageous.

You should have an avid interest in computer networks, a logical approach to problem solving, planning and good written and verbal communications skills. Detailed knowledge of TCP/IP, advanced network protocols, Unified Communications / telephony, wireless networks, network security, communications media and networking equipment are essential.

#### MAIN FUNCTION

To design, implement and support managed LAN and WAN network architecture both at TNP Points of Presence and at customer premises, and support the TNP Operations Team with any network infrastructure requests as a point of technical escalation. This includes leading a technical project throughout its entire lifecycle, from the gathering of requirements and presentation of solution at the pre-sales stage, through detailed design and ensuring smooth implementation, then ongoing overall technical responsibility for the customer and their solution.

Candidates must have a keen interest in computer networks coupled with an in-depth knowledge and working experience of network architecture including edge and core switching technologies, telecommunications routers, enterprise wireless solutions, Wide Area Networks and point to point site connections, both fixed and wireless. You will also have skills in other relevant areas of networking such as network security including firewalls, web filtering, email security, two factor authentication and VPN technology.

Mentoring new technical staff throughout their career at TNP and assisting the Operations Manager in the development of training programmes is a key part of the role.

#### SPECIAL CONDITIONS

The company's 24x7 support commitments require participation in a rota based, on-call system that will result in call-outs outside of standard working hours.

A Disclosure and Barring Service (DBS) clearance is a condition of initial appointment and ongoing employment.

This post requires the ongoing possession of a full, valid driving licence.

#### CONTACTS

Name/organisation	Reason	Approximate Frequency
Network Architect or nominated representative	Day to day management, directions & instructions	Daily

Network Architect	Performance monitoring	Weekly
Network Architect	Reviews	Quarterly
TNP Internal	Team work	Daily
TNP Technical Teams	Provide mentoring to nominated technical staff throughout their career at TNP	Daily
TNP Operations Desk	To accept escalated faults and queries.	Daily
Customers & Partners	Design, installation, audits, presentation of reports, fault investigation and rectification; liaison and problem solving,	Daily
Customers	Day-to-day technical account management	Daily
Commercial Team	Gathering of requirements and producing customer pre-sales designs, costings and bid reviews	Daily
Customers/Commercial Team	Working alongside the Commercial Team, or in some cases independently, to present technical solutions to the Customer and address any queries	Daily
Network providers & Hardware Vendors	Fault escalation and support	As Required

## MAIN DUTIES

1. Design, implement and support network infrastructure including edge and core switching technologies, telecommunications routers, enterprise wireless solutions, Unified Communications / telephony, Wide Area Networks and point to point site connections, both fixed and wireless, for TNP's customers both remotely, at their premises and at TNP points of presence.
2. The preparation and presentation of network architecture designs and technical implementation plans both within the organisation and to external customers; this includes attendance, and potentially leading, of pre-sales meetings via web conference or onsite.
3. Technical management and overall technical responsibility for nominated Customers or nominated Customer Solutions.
4. Working pro-actively to review and improve nominated Customer environments as new compliance frameworks, best practice guides, attack vectors or new technologies emerge. This includes the technical design, presentation to the customer and leading the implementation.
5. Document new solutions and assist with the development of a training programme. Lead relevant internal technical training sessions with TNP technical staff
6. Develop, maintain and deliver technical training programmes to Customers
7. Remote and onsite network health checks, including preparation and presentation of reports.
8. Assist customers in maintaining accreditation for relevant compliance frameworks, including but not limited to, PSN Code of Connection, PCI-DSS, ISO27001 and Cyber Essentials. This would involve ensuring network design and implementation meets these frameworks and may include assisting the customer with actions following an official audit or health check.
9. Working within customer requirements to design & deliver relevant projects within agreed timescales.
10. Undertake 3<sup>rd</sup> line support via email and telephone. Perform remote diagnostics, resolution and dispatch to an appropriate team member if appropriate.
11. To undertake 3<sup>rd</sup> line support at customer premises, where necessary.
12. Provide long-term mentoring to nominated technical staff, assisting with their personal and technical development
13. Achieve and maintain relevant technical accreditations proactively
14. Attendance and reporting to appropriate internal and external meetings

15. To work to appropriate service levels with defined quality of service metrics that will enable you to maintain and demonstrate high quality of service provision.
16. To maintain high levels of professional conduct, including but not limited to, cooperative engagement in tasks set, the exercising of initiative to suggest through line managers improvements to the service provided, and clear and professional styles of communication at all times.
17. To pro-actively, via attendance of webinars, conferences, news feeds, keep up to date on relevant new technologies, developments and products; and, where necessary, undertake a detailed evaluation.
18. Overall technical responsibility for nominated internal and external projects including liaison with other sites as necessary.
19. Provision of technical support for network and system faults, as directed, ensuring prompt rectification. This will require 24x7 call-out rota working and may include participation in a 3<sup>rd</sup> line 24x7 call-out rota to act as an escalation point for the on-call engineer.
20. Arranging and performing of planned out-of-hours maintenance on TNP or customer infrastructure as required.
21. Assistance in the maintenance of network infrastructure owned or managed by TNP. This includes passive elements such as cabling and active elements such as switches, routers, firewalls etc.
22. Such other duties appropriate to the grade as may be directed by the Board of TNP or by its nominated representatives.

## Person Specification

Criteria	Essential / Desirable	Application form / Interview
Relevant professional-level vendor qualifications in the field of network infrastructure. Preferably Cisco CCNP or Juniper JNCIP, or above	Essential	Application Form
Relevant professional-level qualifications in the field of network security (such as Fortinet NSE 4, 5, 6, 7, 8)	Desirable	Application Form
Relevant vendor qualifications in the field of Unified Communications / telephony. Preferably Cisco CCNP Voice / collaboration.	Desirable	Application form / Interview
Ability & willingness to undertake further relevant professional qualifications in the field of security & networking	Essential	Interview
Full UK Driving License	Essential	Application form
Detailed working knowledge of network architecture, securing network architecture and advanced network protocols	Essential	Application form / Interview
Experience of designing and leading the implementation of network architecture solutions, including acceptance testing, troubleshooting and detailed documentation	Essential	Interview
Demonstrable experience of technical report writing	Essential	Interview
Demonstrable knowledge of Enterprise Firewalls and at least 3 of the following security areas: Unified Threat Management, Web Filtering, Email Security, Two Factor Authentication, Site2Site IPSec VPN, customer/dialup VPN	Desirable	Application form / Interview
Experience in configuration and deployment of Fortinet FortiGate platform	Desirable	Interview
Previous experience of working with the public sector (directly or as a consultant)	Desirable	Application Form
Knowledge of relevant security compliance frameworks, such as PSN Code of Connection, PCI-DSS, ISO27001, IG Toolkit and Cyber Essentials	Desirable	Interview
Knowledge of xDSL technologies and LLU	Desirable	Interview
Knowledge of fibre technologies (CWDM/ DWDM)	Desirable	Interview
Knowledge of Microwave networking technologies	Desirable	Interview
Excellent communication skills, both written and verbal coupled with an ability to maintain confidentiality.	Essential	Application form / Interview

Enthusiasm and a demonstrated capability for problem solving, with an ability to identify, prioritise and focus on key issues.	Essential	Application form / Interview
Ability to work both independently and as part of a team, with no day-to-day supervision. Commitment to approaching tasks with flexibility, proactivity and completion to a high quality of workmanship.	Essential	Application form / Interview
A flexible approach to areas of work which will include participation in an out-of-hours on-call rota as well as work outside of standard office hours.	Essential	Interview
Commitment to undergo further training through operational requirements and personal development	Essential	Interview