

JOB DESCRIPTION

The Networking People Ltd

Technical Programme Manager

Responsible to: Head of Projects and Process
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 Technical Programme Manager 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 a demonstrated track record of delivering highly complex and technical programmes and projects in the telecommunications sector ideally for the Public Sector.

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

MAIN FUNCTION

The role will have particular focus on the deployment of bespoke physical infrastructure supporting internet of things and CNI applications.

To design, implement and support managed LAN and WAN physical infrastructure at both at TNP Points of Presence and at customer premises, and support the TNP Operations Team with any physical 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 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 broad knowledge of other relevant areas of networking such as network security including firewalls, web filtering, email security, two factor authentication and VPN technology.

You will have a track record of managing complex infrastructure projects and programmes taking a hands on approach to the technical elements working closely with technical architects and engineers.

Mentoring new and existing throughout their career at TNP especially in Project Management and Project Delivery roles.

SPECIAL CONDITIONS

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
Head of Projects and Process or nominated representative	Day to day management, directions & instructions	Daily
Head of Projects and Process	Performance monitoring	Weekly
Head of Projects and Process	Reviews	Quarterly
TNP Internal	Team work	Daily
TNP Internal	Provide mentoring to nominated 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 focusing on the deployment of physical infrastructure such as Microwave radio, Fibre and xDSL technologies for TNP's customers both remotely, at their premises and at TNP points of presence.
2. Consolidation of customers hybrid infrastructure which may be currently managed by multiple customer stakeholders
3. Manage technically complex Programmes and Projects to completion working with key stakeholders to ensure delivery on time and budget.
4. The preparation and presentation of physical 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.
5. Technical management and overall technical responsibility for nominated Customer Solutions.
6. Document new solutions and assist with the development of a training programme. Lead relevant internal technical training sessions with TNP technical staff
7. Develop, maintain and deliver technical training programmes to Customers
8. Work with customers to highlight opportunities to rationalise network infrastructure to leverage new technologies and/or save money, including preparation and presentation of reports.
9. Working within customer requirements to design & deliver infrastructure projects and programmes within agreed timescales.
10. Undertake 3rd line support via email and telephone. Perform remote diagnostics, resolution and dispatch to an appropriate team member if appropriate.
11. To undertake 3rd line support at customer premises, where necessary.
12. Provide long-term mentoring to nominated technical or projects staff, assisting with their personal and skills development
13. Attendance and reporting to appropriate internal and external meetings

14. 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.
15. 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.
16. 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.
17. Overall technical responsibility for nominated internal and external projects including liaison with other sites as necessary.
18. 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.
19. 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
Ability to manage complex network infrastructure programmes and projects from inception to completion	Essential	Application Form
Broad understanding of network architectures and the various components within with focus on physical infrastructure such as Microwave radios and fibre	Essential	Application form / Interview
Ability & willingness to undertake further relevant professional qualifications in the field of Programme and Project Management	Essential	Interview
Full UK Driving License	Essential	Application form
Detailed working knowledge of physical network architecture including wireless and wired technologies	Essential	Application form / Interview
Experience of designing and leading the implementation of physical network solutions, including acceptance testing, troubleshooting and detailed documentation	Essential	Interview
Demonstrable experience of technical report writing	Essential	Interview
Previous experience of working with the public sector (directly or as a consultant)	Desirable	Application Form
Knowledge of xDSL technologies and LLU	Essential	Interview
Knowledge of fibre technologies (including CWDM/ DWDM)	Desirable	Interview
Knowledge of Microwave networking technologies	Essential	Interview
Knowledge of BT Openreach internal systems and processes	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