Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

Job title: Network Specialist

Department/Division: Data and Technology Services   **Accountable to:** Head of Networks

Job Summary

Responsible for the design, support and delivery of network services for LSE through the Data and Technology Services Division. The role provides subject matter expertise and guidance for network infrastructure, projects and services, assisting LSE in becoming a more 24 / 7 and 365 day a year modern university.

The role will be responsible for delivering services including but not restricted to:-

- Enterprise campus networking services, to include firewall and data centre networking.
- Wireless infrastructure
- Network Security controls

The role will also deliver projects as determined by the network operational plan and will play a leading role in the detailed planning and management of IT infrastructure for business-critical services and projects for LSE and its halls of residence.

The LSE Network has been ably managed by an in-house team for some time and the advent of cloud services, collaboration services and unified communications will assist in driving these services to the next level.

All members of the Data and Technology team will be driving the services to be delivered in a more optimised and utility fashion, freeing up internal resources to focus on adding value to the rest of the LSE. This role is no exception and will be expected to drive for a shift left approach through use of trusted third parties for utility activity.

Duties and Responsibilities

Operations
- Provide subject matter expertise and guidance for network infrastructure and services, including major estates projects and other projects where network capabilities are required
- Maintain and monitor networks services against agreed service standards
- Maintain network services security standards acting as the first line of defence on security operations
- Provide 3rd Line technical support for Networks and Telephony in the School and halls of residences
- Contribute towards business continuity planning and maintain business continuity standards of network services.

Communication
- Convey and discuss specialist technical and complex operational information and concepts to team colleagues, operational managers and departmental representatives as required.
- Produce and maintain highly detailed standards, plans, specifications, documentation and reports for IT network infrastructure, systems and services.
- Compile, document and present service performance statistics.

Teamwork and motivation
- Act as a lead member to support the network infrastructure needs of project teams and working groups as determined by the Head of Networks.
- Contribute actively to the Networks team, providing technical support and strategic guidance; motivating and encouraging initiative in other team members.
- Work closely with other DTS teams, to provide detailed technical leadership and support for the network aspects of projects which require supporting networking infrastructure and services.
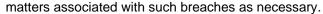
Liaison and networking
- Communicate and discuss complex and specialist technical information with external suppliers, consultants, and sector partners for the delivery of network infrastructure projects, maintaining an awareness of current technologies, and the resolution of faults.
- Build and maintain good working relationships with colleagues in Data and Technology Services, Estates Division, Residences and Conferences, and other departments for the mutual exchange of information, the planning and delivery of IT infrastructure services and projects, and for the rectification of faults.
- Represent LSE to external bodies, such as JANET(UK) and Jisc CSIRT.

Service delivery
- Provide expertise in the design and installation of network systems, cabling and IT infrastructure.
- Management, configuration and development of the communications infrastructure including all equipment and network service software.
- Ensure the effective operation and support of network infrastructure, systems and services, including the production and maintenance of scripts for the automation of network configuration and reporting tasks.
- Fault diagnosis and resolution, liaising with hardware, applications software and systems software suppliers when necessary.
- To undertake routine monitoring of the performance of systems components of the network infrastructure for troubleshooting, pre-emptive problem identification and capacity planning purposes.
- In the event of a security breach or other incident, to assist in any evidence gathering and undertake appropriate measures to prevent further damage; assist with disciplinary and legal

matters associated with such breaches as necessary.
- The specification and purchase of communications hardware, software and services.
- To provide cover for and assist team colleagues with their work when required.
- To respond to and track progress of support calls in the call logging systems and to keep users appraised of progress when services requests cannot be resolved within defined resolution times.

Planning and organisation
- Play a leading role in the strategic and detailed planning, specification, procurement, deployment, testing, documentation and management of IT infrastructure for business-critical services and projects for LSE and its halls of residence.
- Consider future plans for Estates developments in order to identify and plan for future IT infrastructure requirements across the School.
- Plan and manage the allocation of network IP address space.
- Contribute to business continuity and disaster recovery planning.

Initiative and problem solving
- Maintain awareness of new and emerging technologies and to develop such skills and knowledge as are required to introduce new technologies for the long-term benefit to the School.
- Through contacts in other departments develop and maintain an awareness of projects and activities across the School that require and/or impact upon the delivery of IT infrastructure services.
- To anticipate problems which would seriously compromise the success of business-critical network infrastructure projects and to take the initiative to identify and present potential solutions to the Head of Networks and team colleagues, taking into account strategic implications of proposed solutions.
- Resolve complex, technical, and sometimes undocumented problems with the functionality of the network infrastructure and services.

Flexibility
To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

The normal hours of work will be as agreed with the Head of Networks, however, there will be occasions when the post holder may be required to work outside these hours and/or be contacted outside these hours.

Equity, Diversity and Inclusion (EDI)
LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code
Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: click here

Environmental Sustainability
The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.