



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:** Network Manager

Job Summary

Responsible for the building, maintenance and delivery of shared services for networking (Voice and Data) to the LSE through the Data and Technology Services Division, this role will contribute to moving our current predominantly in-house monitored supported services to a greater degree of outsourced, managed service, in order to assist LSE in becoming a more 24 / 7 and 365 day a year modern university. 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.

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

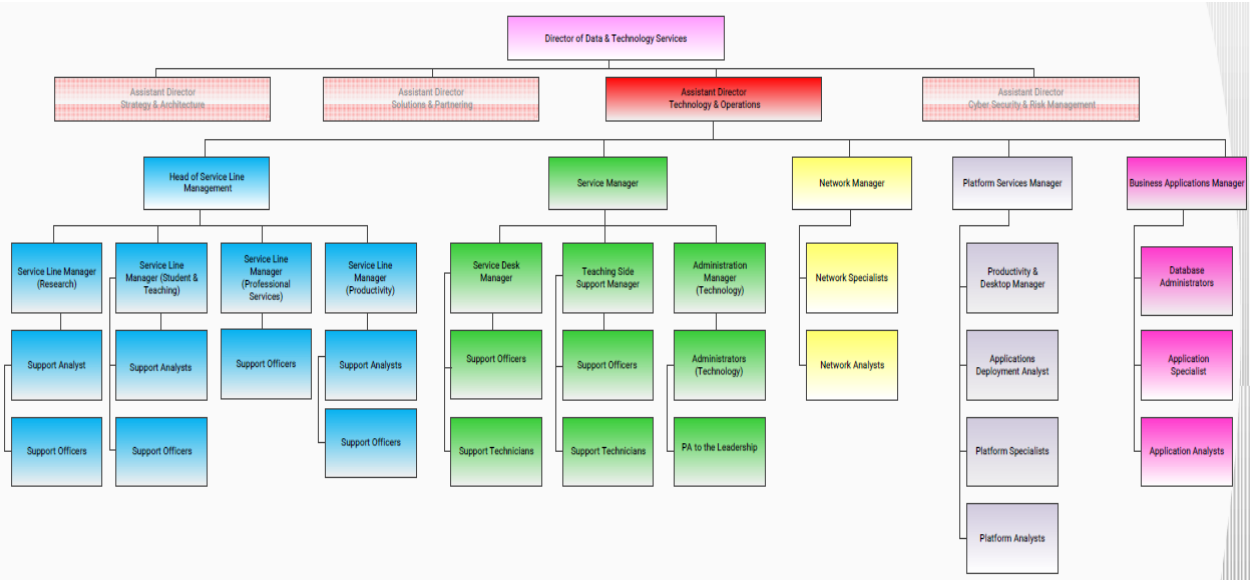
- Telephony
- Unified Communications support
- Networking including Wi-Fi and
- Security controls

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.

The role will be part of the leadership of the division and help drive and deliver the changes needed including significant work on managing through change and culture.



Structure of the team



Duties and Responsibilities

Operations

- Provide 3rd Line technical support for Networks and Telephony in the School and halls of residences
- 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 subject matter expertise and guidance for network infrastructure and services, including major estates projects and other projects where network capabilities are required
- 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

- Contribute actively to the Networks and Telecoms team, providing technical support and strategic guidance; motivating and encouraging initiative in other team members.
- Act as a lead member to support the network infrastructure needs of project teams and working groups as determined by the Networks Manager.
- Work closely with other IMT 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, including JANET(UK), JIPS NOSC and CSIRT.

Service delivery

- Management, configuration and development of the communications infrastructure including all equipment and network service software.
- The specification and purchase of communications hardware, software and services.
- Fault diagnosis and resolution, liaising with hardware, applications software and systems software suppliers when necessary.
- 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.
- Provide expertise in the design and installation of network systems, cabling and IT infrastructure.
- To undertake routine monitoring of the performance of systems components of the network infrastructure for trouble-shooting, 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.
- 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 apprised 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 Networks Manager 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 Networks Manager, 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.