

LONDON BOROUGH OF REDBRIDGE

ROLE DESCRIPTION AND PERSON SPECIFICATION

Role Title:	Communications and Network Analyst		
Directorate:	Resources	Grade:	LBR 10
Department:	IT	Hours/weeks:	36 hours/52.14 weeks
Function:		Post number:	
Team:	Infrastructure	Base/location:	Lynton House
Reports to:	Infrastructure Manager		
Responsible for:	Occasional contractors		

Role and Context

Overall Role Purpose:	To ensure that the council's network and telecoms infrastructure operates reliably 24/7 and is sufficient to the council's needs. Ensures all problems with the council's network and communications infrastructure are promptly logged, diagnosed and resolved, while keeping the department, and the council as appropriate, informed about the status of all current issues.
Role Context:	The council is distributed across multiple sites in the borough and depends on the ability of staff to work flexibly from any location. It operates in a context in which resilience and security are critical to its fulfilment of its responsibilities.

Key Accountabilities and Result Areas

Strategy and Planning	<p><i>SFIA Configuration Management: Level 3</i></p> <p>Monitor the performance and sufficiency of the communications infrastructure and alert the council to triggers of agreed levels. Assist planning enhancements to network and infrastructure security, in the light of current trends in threat management best practice. Maintain awareness of developments in the market and in communications technology so that the council can take advantage of new systems as appropriate.</p>
Operations and Support	<p><i>SFIA Network Support: Level 3</i> <i>SFIA Problem Management: Level 3</i></p> <p>Resolve all support requests or other tasks allocated, sharing the departmental workload to ensure that users receive the best possible service. Ensure that SLAs are met and that support activities are completed with the correct level of urgency, including updates of documentation and systems. Identify any points of weakness or risk in infrastructure resilience. Contribute as needed to any area of the department's work, including business continuity responsibilities.</p>
Systems and Process Development and Improvement	<p><i>SFIA Security Administration Level 3</i></p> <p>Monitor the lifecycle of network components to ensure that supportable versions are maintained and upgrades tested and deployed in good time. Maintain documentation, diagrams and plans, and ensure they are used when necessary. Maintain awareness of developing technologies and standards, ensuring the council remains compliant as necessary.</p>

	Contribute to projects, ensuring that impact on the communications infrastructure is considered.
Communication Partnership	<p>Develop constructive relationships with suppliers to ensure that the council receives the maximum benefit from their services.</p> <p>Monitor external groups ensuring the latest information on security, best practice and new technologies are available to the Council.</p> <p>Work collaboratively with colleagues across the council and its partner organisations, providing considered professional advice in a calm and supportive manner.</p>
Performance and Standards	<p><i>SFIA Information Security: Level 3</i></p> <p>Ensure PSN, N3, GDPR and other standards are adhered to.</p> <p>Ensure SLAs are met or exceeded, proposing revisions to these when appropriate.</p> <p>Ensure that activities, processes and systems are accurately and promptly documented.</p> <p>Make monitoring data available to facilitate awareness of problems, performance and trends in the infrastructure, compared with benchmark normal performance standards.</p>
Key Performance Outcomes	<p>Network and telephony uptime and availability 24/7.</p> <p>Completion of all assigned tasks within SLA.</p> <p>Customer feedback.</p>
Resource Management	<p>Work alongside contractors or project staff from time to time, ensuring they are fully utilised in addressing council or departmental priorities.</p> <p>Share knowledge with colleagues, supporting their opportunities to develop professionally.</p>
Corporate Accountabilities	All employees of the Council should undertake and conduct their work with due regard to the corporate accountabilities (available on the Redbridge Council website). These include responsibilities for outcomes regarding Equality, Conduct & Behaviour, Health & Safety, Data Protection, Safeguarding and Customer Care.
Flexibility	The key responsibilities and duties of the role are neither exclusive nor exhaustive. All workers are expected to operate flexibly to support delivery of services and from time to time will be required to undertake responsibilities outside the normal remit of role description as required by the line manager, which are broadly commensurate with the job level and scope of competence.

Person Specification		A - I - T	Weighting
Knowledge & Experience		Method of candidate assessment: A = Application form I = Interview T = Test	
Statutory or Mandatory qualifications:	None		
Educational Ability			
Key Subject or Content Areas (inc: Desirable Qualifications)	Cisco Official Training or equivalent experience desirable ITIL Foundation or equivalent experience desirable	A	2
Knowledge / Experience Field Title e.g. Project Management	Experience in several of the following: Public cloud preferably Microsoft Azure Meraki technologies Network security Cisco networks Fortigate firewalls Microsoft Teams telephony	A/ T	2
	Substantial experience of working in an SLA & helpdesk-driven environment. Experience of resolving emergencies in network service provision quickly and efficiently, under pressure.	A	3
Supervision	To maintain positive relationships with internal and external customers. To support formal and informal learning and development opportunities to aid operational delivery and staff understanding and ability.	I	3
Skills / Abilities Field Title	Substantial experience of providing deep technical support in a complex networked environment encompassing IP telephony, WAN and remote access services for a large (1000+) customer population.	I	3
	Experience of troubleshooting and root cause analysis in a networked environment.		
	Experience of creating and interpreting technical documentation.		
	Broad experience of a range of current network and telecoms components and technology.		
	Broad experience of network security planning and management.		
Corporate Behaviours	The Council has a set of behaviours that all employees are expected to deliver in the performance of their role. The behaviour framework can be found on the Council's internet page, and these should be reflected in your application and the way you work. As part of an individual's personal development Redbridge expects employees of all levels to be continuously developing these core behaviours.		
Effective and Collaborative Team Working	<ul style="list-style-type: none"> To take responsibility for personal development and actively participate in all learning and development. To participate in the on-going development, implementation and monitoring of service plans. To support and contribute to value for money, service efficiency and improvement. To be a key member of the council's and the department's BCP team 	I	3
Working Pattern and travel	<ul style="list-style-type: none"> 36 hours per week between 8-6 pm, Monday to Friday. Occasional requirement for out of hours work, in emergencies or during scheduled improvement work. Frequent travel to other council sites. Opportunities for homeworking. 	I	3
Special Factors or Constraints	<ul style="list-style-type: none"> 		

Version:	1.1
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