

## JOB DESCRIPTION

### Network Infrastructure Specialist

Responsible to:	Operations Manager
Direct Reports:	None
Salary:	£38,000 to £48,000 plus benefits

#### Overview

Based in the North-West, TNP are looking for an enthusiastic, high calibre 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 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, network security, unified threat management, communications media and networking equipment are essential.

TNP partner with Cisco, Juniper and HPE and as such value candidates that have vast design and practical experience of their infrastructure portfolios

#### 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.

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.

#### SPECIAL CONDITIONS

The company's 24x7 support commitments will 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
Operations Manager or nominated representative	Day to day management, directions & instructions	Daily
Operations Manager	Performance monitoring	Weekly

Operations Manager	Reviews	Quarterly
TNP Internal	Team work	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
Sales Team	Gathering of requirements and producing customer pre-sales designs and costings	Daily
Project Team	Planning and scheduling of implementation work; providing progress updates, attending project meetings	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 design reports and technical implementation plans both within the organisation and to external customers.
3. Remote and onsite network health checks, including preparation and presentation of reports.
4. Ensuring network design and implementation meets relevant security frameworks such as PSN Code of Connection, PCI DSS, ISO27001, Cyber Essentials which may include assisting the customer with actions following an official audit or health check.
5. Working within customer requirements to design & deliver relevant projects within agreed timescales.
6. Configuration/deployment of associated security infrastructure
7. Undertake 3<sup>rd</sup> line support via email and telephone. Perform remote diagnostics, resolution and dispatch to an appropriate team member if appropriate.
8. Achieve and maintain relevant technical accreditations, as directed.
9. Attendance and reporting to appropriate internal and external meetings
10. Through TNP Operations desk or direct instruction, undertake 3<sup>rd</sup> line support at customer premises.
11. 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.
12. 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.
13. To assist in the evaluation and testing of new technologies, as directed.
14. Day-to-day support of internal and external projects including liaison with other sites as necessary.
15. Provision of technical support for network and system faults, as directed, ensuring prompt rectification. This may require 24x7 call-out rota working.

16. Assistance, as directed, 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, as directed, and associated tasks such as the configuration of user machines.
17. 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
Detailed working knowledge of network architecture, securing network architecture and advanced network protocols	Essential	Application form/ Interview
Experience of designing and implementing network equipment installations and upgrades, fault finding & troubleshooting	Essential	Interview
Detailed working knowledge and experience of network architecture and general TCP/IP networking and L2/L3 protocols	Essential	Application form/ Interview
Understanding of carrier and datacentre protocols and overlay networks (e.g. MPLS, VXLAN)	Desirable	Application form/ Interview
Understanding of automation techniques.	Desirable	Application form/ Interview
Previous experience of working with the public sector (directly or as a consultant)	Desirable	Application Form
Demonstrable knowledge of Enterprise Firewalls and some or all of the following security areas: Unified Threat Management, Web Filtering, Email Security, Two Factor Authentication, Site2Site IPSec VPN, customer/dialup VPN, identity and access management	Desirable	Interview
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
Relevant professional-level qualifications in the field of network infrastructure (such as Cisco CCNP, Juniper JNCIS, Aruba ACSP)	Desirable	Application Form

Relevant vendor qualifications in the field of Unified Communications / telephony. Preferably Cisco CCNP Voice / collaboration.	Desirable	Application Form
Commitment to undertake further relevant professional qualifications in the field of security & networking (such as Cisco CCNP, Juniper JNCIS, Aruba ACSP)	Essential	Interview
Demonstrable experience of preparation and presentation of reports	Essential	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 occasional work outside of standard office hours.	Essential	Interview
Commitment to undergo further training through operational requirements and personal development	Essential	Interview
Full UK Driving License	Essential	Application form