



ROLE PROFILE

Role Profile			
Job Title	Senior Network & Telephony Engineer		
Section	Connectivity & Communication	Department	Infrastructure
Reports to (Job Title)	Connectivity & Communication Service Owner		
Location	Plymouth		

Job Purpose	<p>This role is responsible for the delivery, support and documentation relating to systems within Infrastructure Services which DELT offer our customers.</p> <p>As the Senior Network & Telephony Engineer, you will be responsible ensuring a set of systems within our infrastructure services are Secure, Available, Flexible and Efficient through the delivery of operational improvements, maintenance activities, projects, support requests alongside the resolution of incidents.</p> <p>As a Senior Network & Telephony Engineer not all of these tasks will be completed by yourself and require technical guidance of more junior staff members working with the Service Owner.</p>
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Key Competencies and Output

Is Senior Infrastructure Engineer for DELT and our customers in a complex and multi-tenant environment. Plays a key part in the infrastructure department ensuring that our Infrastructure Service is Secure, Available, Flexible and Efficient.

Has responsibility for one of the following sets of systems within DELT's Connectivity & Communication Platforms at a senior engineering level (SME – Subject Matter Expert). Those systems could include:

- Estate wide boundary & filtering technologies (e.g. Proxy, Firewall), and enterprise routing (e.g. SD-WAN, BGP)
- Distribution and access layer technologies in a variety of campus sizes (e.g. Switching including VLAN, Wi-Fi)
- Enterprise Telephony including call routing and automated call distribution

Ensures Risks or Issues in the delivery of these competencies are clearly documented and either mitigated or accepted working with the Connectivity & Communication Service Owner.

Uses SME knowledge to assess new solutions, projects or customers and provides guidance on their integration in the supported DELT hosting environment working with the technical architect.

Produces relevant documentation on the systems (including design documentation or proposals for improvement / onboarding of new customers if required) and maintains asset registers / configuration management database accordingly.

Leads on the implementation of projects or improvements relating to those systems.

Works closely with the service owner and technical architect to feed relevant information into project plans & proposals, change & release management, designs.

Leads any alteration of configuration in the live versions of those systems through change governance providing implementation, backout and test plans alongside technical risk assessment.

Provides technical guidance on ongoing system development and integration and considers requests for changes from defined standards with the technical architect.

Undertakes maintenance activities for those systems including patching, backup whilst exploiting automation opportunities where possible and considering customer availability requirements.

Leads on recovery processes for those systems as SME.

Defines and documents "runbooks" for residual, manually completed tasks to support BAU or project activities that are easy to follow and have a high level of accuracy.

Provides effort estimates for work to service owner or technical architect where required.

Monitors systems for capacity & availability, security and support events, and undertakes remedial action whilst escalating issues where required to the technical architect and product owner.

Assesses emerging technology relating to those systems including keeping abreast of new technology trends.

Assists with technical skill development within the Infrastructure Department relating to those systems delivering documentation, shadowing, workshops to increase knowledge and understanding.

Demonstrates a keen desire for continual development of personal and professional skills.

The accountabilities listed here are not an exhaustive list. The post holder will be required to work in any area of the business and deliver ad-hoc duties as and when directed

Experience, Knowledge, Skills and Qualifications	<p>Experience working within an ITIL based enterprise infrastructure.</p> <p>Experience working within security compliance frameworks such as Cyber Essentials.</p> <p>Demonstrable, subject matter expert, enterprise experience including documentation, setting standards and troubleshooting in either:</p> <ul style="list-style-type: none"> • Estate wide boundary & filtering technologies (e.g. Proxy, Firewall), and enterprise routing (e.g. SD-WAN, BGP) • Distribution and access layer technologies in a variety of campus sizes (e.g. Switching including VLAN, Wifi) • Enterprise Telephony including call routing and automated call distribution <p>Desirable qualifications</p> <ul style="list-style-type: none"> • ITIL foundation certified. • Cyber Security • Relevant, technical qualifications
Corporate Standards	<p>In accordance with Delt's organisational policies and guidance on information management and security, it is the personal responsibility of all employees to ensure data protection, client confidentiality and appropriate information governance.</p> <p>All employees must act at all times in accordance with appropriate legislation and regulations, codes of practice and Delt's policies and procedures.</p> <p>All employees must work with the requirements of our Health and Safety policy, ensuring safe systems of work and procedures.</p> <p>Undertake all duties with regard to the Delt equalities policy and relevant legislation.</p> <p>In a 'people first' environment, the post holder must both be aligned and aspire to Delt's values and expected standards of behaviour for them and their team(s).</p>

