

Junior Network Engineer – November 2021

Title Reports to Level	Junior Network Engineer IT Manager NT4	Business: Harlow College Location: Harlow, Essex	
ROLE IN CONTEXT	ROLE IN ACTION	NEED TO KNOW	NEED TO BE
<p>Context</p> <p>1. Success To be part of a forward looking FE college, currently a sector leader for student success and value added. We aim to provide our students with “more than a qualification”, providing them with the skills to achieve 1st class destinations and employment.</p> <p>2. Culture To contribute to a results driven operation in a fast paced culture where flexibility, hard work and change are the norm and our 2 core values are:</p> <ul style="list-style-type: none"> • Students at the Heart • Work hard, work together • Be your best, be your future • Always be Innovative and Enterprising <p>3. People Individuals not numbers, we believe all our people, both staff and students, have the potential to succeed in whatever they set their minds to and, at Harlow College, everything we do is about getting them there.</p> <p>Purpose and Dimensions</p> <p>1. Job Purpose Participate in the day to day activities of the IT Support team, supporting all college users and their ICT equipment and services.</p> <p>2. Function's Strategy Contribute to the function's strategy which is to maintain ICT equipment and IT services supporting the Teaching and Learning Strategy.</p> <p>Part of a team responsible for the delivery of the College's teaching and learning strategy and 3 year strategic plan</p> <p>3. Key Partners/Relationships: IT Staff Students and College Staff External Support Providers / Agencies Other College Service Teams External Suppliers</p>	<p>Core Areas of Responsibility</p> <ol style="list-style-type: none"> 1. Using the college's online call handling system (Site helpdesk) to record work done and progress on support calls/requests. 2. Management of wireless network infrastructure, installation and configuration hardware, supporting attached technologies which use the wireless infrastructure 3. Installation and maintenance of ICT services infrastructure including IP telephone system, IP data network, data cabling, switches, comms room, backup power systems and wan connections. 4. Verify specifications and compatibility of infrastructure. 5. Implement and maintain Mobile Device Management and BYOD strategies. 6. Investigate problems & research solutions, devise workarounds until fix available. 7. Research, implement and manage solutions where required to improve the efficiency and effectiveness of the college. 8. Work with external support / contractors 9. Complete data cabling and move projects. 10. Assist the team with Network monitoring and reporting 11. Work with the IT Manager for ICT procurement 12. In the case of critical hardware failure be available out of hours, including weekends. 13. Provide advice where staff need support / help using hardware or software 14. To keep abreast of new technologies and how these can be developed within the team to improve practise. 15. Monitoring and reporting on inappropriate use of college resource 16. Writing guides and training others in basic IT equipment operations. 17. Undertake significant projects within their area of responsibility <p>Critical Success Factors</p> <ol style="list-style-type: none"> 18. Fully engaged with the IT Support processes and procedures 19. Communicate effectively with all users in the course of progressing calls 20. Feedback from users individually and through IT User groups 	<p>Organisational Capabilities</p> <ol style="list-style-type: none"> 1. Ability to work to the standards and set procedures that come with the necessary scrutiny when working in the public sector but in optimum resource efficient ways so as to minimise delays and over-administration 2. Achieves maximum benefit from limited resources 3. Quickly adapts to change and sees it as an organisational 'norm' <p>Be the Expert (technical knowledge, qualifications, experience, occupational competence & requirements, etc)</p> <ol style="list-style-type: none"> 1. Good communication & Interpersonal skills 2. High level of technical knowledge 3. Software product knowledge 4. knowledge of IP Network configuration and troubleshooting of both layer 2 and layer 3 routed edge network 5. Substantial knowledge of wireless and data switch configuration 6. Understanding of VOIP networks and knowledge of PSTN telephone networks 7. Knowledge of Data, hardware product and WEEE regulations 8. E-literate skills in Microsoft Office: Word, Excel, PowerPoint 9. Service desk theory and practice 10. Excellent organisation and planning and skills that enable efficient and effective installations 11. E-literate skills in Microsoft Office: Word, Excel, PowerPoint 12. Aware of the statutory requirements for Safeguarding and Prevent 	<p>Competencies (core for all HC team members)</p> <p>1. Learning Orientated</p> <ul style="list-style-type: none"> ➤ An active participant in the College's Performance Development process (company appraisal scheme) ➤ Seeks feedback on their own performance from a variety of sources ➤ Shares learning with others ➤ Engages in development activities and achieves tangible progression ➤ Reviews activities/projects and identifies what worked well and what could be improved <p>2. Results Focused</p> <ul style="list-style-type: none"> ➤ Restless bias to achieve exceptional standards and deliver success ➤ Remains focused on the priorities and delivers them relentlessly despite issues that may arise ➤ Resolves issues that affect targets being met <p>3. Quality Minded</p> <ul style="list-style-type: none"> ➤ Is fully engaged with the College's Quality Improvement cycle ➤ Is rigorous in analysis including self assessment ➤ Notices quality performance in others and offers feedback accordingly ➤ Recognises that high quality outputs require high quality inputs and operates accordingly <p>Role Competencies (specific to role)</p> <p>1. User Focused To always see the problem from the users perspective when working on a call and prioritise actions appropriately, balancing other priorities of the service.</p> <p>2. Effective communicator Communicate effectively with users via email, written and spoken and adapt style of communication to suite individual users and circumstances.</p> <p>3. Customer Focus Responds to staff and student issues promptly and positively</p>

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	21. Contribute towards improving the performance of the team and maintaining compliance with the SLA targets		