

Job Description

Job Details	
Job Title:	Senior Network Engineer
Business Unit:	Corporate
Department/Ward:	Digital Services
Location:	Trustwide
Pay Band:	Band 6
CAJE No:	NDS0020
Main Purpose of the Job	
<ul style="list-style-type: none"> Northumbria Healthcare NHS FT provides health and social care services in Primary care, Acute hospitals, Community hospitals and adult Social care services through the 10000 employed staff. Northumbria Facility Management Team (NHFML) team provide all of the technology and technical development to assist in the current electronic systems and the development and delivery of the drive to be paper free at the point of care. <p>Duties for this role include:</p> <ul style="list-style-type: none"> Responsible for the management and performance of client network infrastructure LAN/WAN, WLAN and DC, providing pro-active support to ensure maximum availability of service in line with Trust service level agreements. To ensure high availability, security and usability of the network that is transparent to users. Provide regular monitoring of Networks and rapid response to incidents. Manage the day to day co-ordination of workloads for Network Engineers within Network Team. To lead, inspire and motivate others to high performance by agreeing clear goals and objectives, providing support and guidance and creating opportunities for development Design, development and implementation of IT Network Infrastructure and best practices across a large organisation To provide a seamless, reliable network with minimal downtime whilst extending its capabilities as a part of ongoing development. To develop and maintain efficient management of all networked systems under the control of Service. To plan and organise a range of complex activities related to implementation of new systems including liaison with suppliers and end users, production of work plans and monitoring these to ensure completion on time and within assigned costs. The role requires the active participation in the development of the IT Team's working methods and development of the service to ensure that changing business needs continue to be met. Responsible for Installation, repair and maintenance of all physical assets, such as routers, switches, UPS, used throughout client sites. To obtain quotes from potential suppliers and make recommendations to line manager on most appropriate solutions. 	

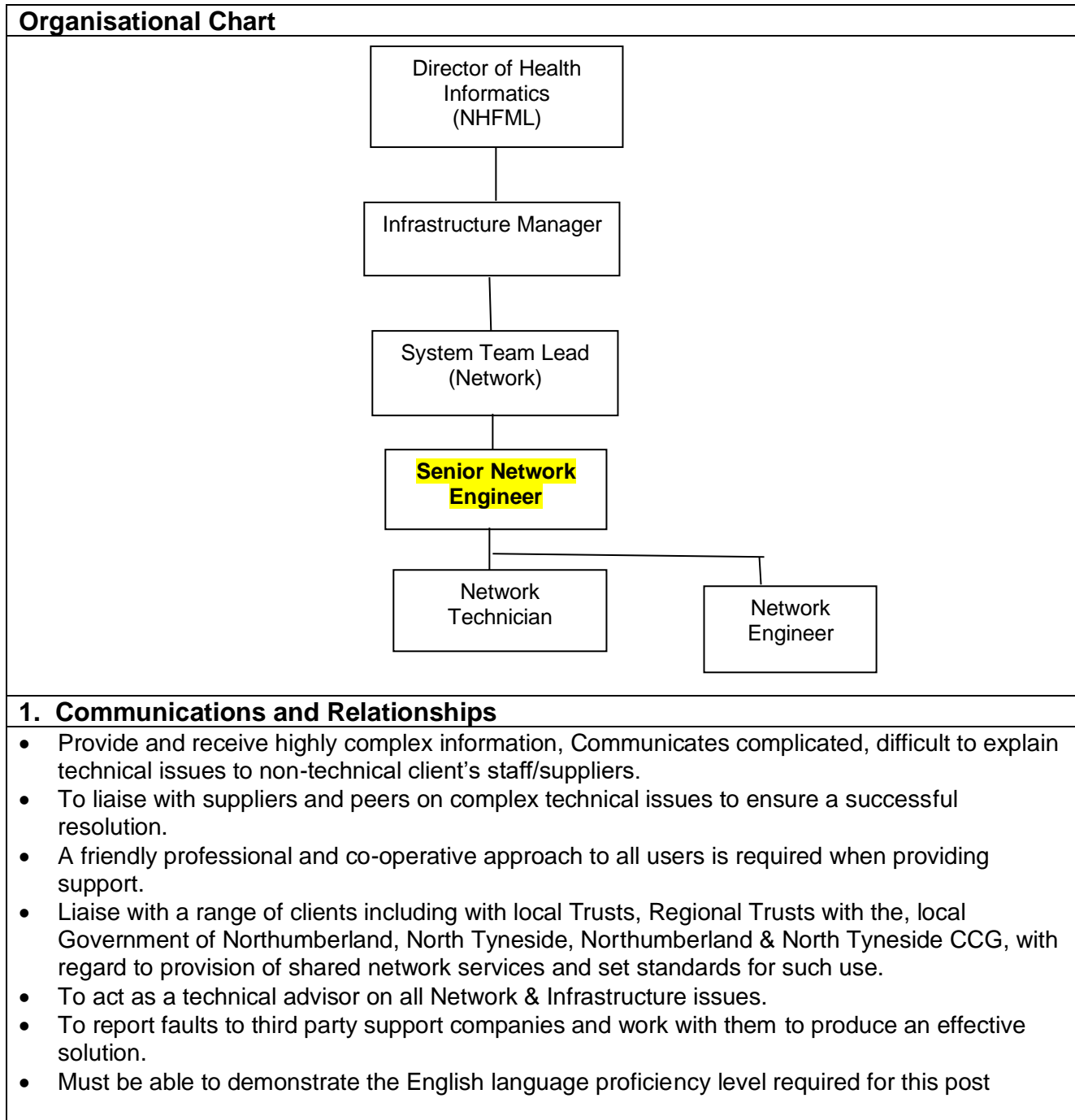
- Responsible for authorising staff travel expenses and overtime through the Health Roster system.
- The post holder is expected to keep up to date with current and future developments of network infrastructure technology.
- Must be able to communicate effectively with all levels of users.
- Must be able to work without close supervision.
- To participate in the out of hours and on-call rota.
- To act as the key contact for internal or external audit
- To demonstrate Trust core values and behaviors
- To role model compassionate and inclusive leadership in order to shape the creation of a collective leadership culture within the trust. This means demonstrating a consistent leadership style which (a) engages, enables and empowers others (b) uses coaching to promote ownership of learning and quality improvement and (c) facilitates team working and collaboration within teams / departments and across organisational boundaries,

Dimensions

- Northumbria Healthcare NHS Foundation Trust is one of the country's top performing NHS foundation trusts, looking after the wellbeing of around half a million people across Northumberland and North Tyneside – one of the largest geographical areas of any NHS trust in England.
- The way we relate to each other, the way that we do our work needs to be reflective of our Trust's values. We all, regardless of role or seniority have an obligation to make sure that we live by our values.

Our values are:

- Patients First
- Safe & High quality Care
- Responsibility & Accountability
- Respect
- Everyone's contribution counts
- To demonstrate our core values and behaviours



2. Knowledge, Skills, Training and Experience

Essential

- Degree in a computer related discipline or equivalent level of knowledge.
- Specialist knowledge across range of project management procedures and techniques underpinned by theory.
- Knowledge of specific areas, acquired through degree in computer related discipline or equivalent level of knowledge, plus further staff and project management knowledge to post graduate diploma level or equivalent experience in a relevant computer related discipline
- Further staff and project management knowledge to post graduate diploma level or equivalent experience in a relevant computer related discipline
- Additional specialist knowledge acquired through post graduate study or equivalent experience in a relevant computer services discipline.
- Appropriate industry recognised qualifications e.g. CCNA, CCNP R&S or equivalent.
- Knowledge and experience of CISCO VSS, ASA and Cisco Firepower, CISCO Data Centre Technologies and Cisco Unified Wireless Network.
- Extensive knowledge of Firewall and network security technologies
- Experience in design, development and implementation of IT Network Infrastructure and best practices across a large organization
- Significant experience of managing a Network infrastructure LAN, WAN, WLAN across multiple sites.
- Fundamental understanding of Networking infrastructure and protocols is essential
- Coaching and mentoring practices and tools (either knowledge / experience of or skills and attributes in these)
- Quality improvement tools, techniques and methods (as above, either knowledge / experience of or applied skills)
- To lead, inspire and motivate others to high performance by agreeing clear goals and objectives, providing support and guidance and creating opportunities for development
- To contribute to the development of a culture of high engagement, where staff are empowered and entrusted to provide the best services and care for patients
- To promote and facilitate innovation and continuous improvement to deliver better services for service users and patients
- Accountability for the leadership of post holders staff / teams / departments
- It is an essential requirement of the role that the post holder has a valid driving licence and is either a car owner and able to use the car for work purposes, or has a Trust personal lease vehicle which may be used for the role. However, the Trust would consider making reasonable adjustments to the role, if necessary, to enable a disabled person to undertake the role

Desirable

- Management or supervisory Qualification.
- ITIL
- CCNA Cyber Ops
- Big-IP F5 LTM
- VMware ESXi
- Solarwind CISCO Prime
- CISCO ISE
- CCNA : Cyber Ops, CCDA, Wireless, DC or Security
- Knowledge of or experience in Quality improvement tools, techniques and methods
- Knowledge of or experience in Quality improvement tools, techniques and methods

3. Analytical Skills
<ul style="list-style-type: none"> • Range of complex facts and situations requiring analysis with a range of options • Analyse, investigate and resolve complex Network & Infrastructure queries using diagnostic information and network monitoring tools, where a number of options are available for resolution • Ability to assess impact on service when scheduling tasks
4. Planning & Organisational Skills
<ul style="list-style-type: none"> • Plan and organise a range of complex activities or programmes which will require formulation and adjustment of plans. • Planning upgrades of the network links between all sites • Ability to plan and organise effectively while under pressure, such as an unplanned system outage • Installation of new network links in conjunction with suppliers, working closely with Project leads. • Installation and upgrade of new LAN/WAN network links on multiple sites
5. Physical Skills
<ul style="list-style-type: none"> • Developed Physical skills where accuracy is important. • Advanced keyboard skills required due to the need for accuracy when changing and modifying system configurations. • Use of tools to assemble server equipment
6. Patient/Client care
<ul style="list-style-type: none"> • Incidental contact
7. Policy & Service Development
<ul style="list-style-type: none"> • Implements policies for own work area and proposes changes to procedures and working practices which impact beyond own area. • Develop/design policies, protocols and procedures • Implementing policies for management of infrastructure based systems to meet both the requirements of end users and appropriate standards of accessibility, availability, reliability and efficiency. • Ensure all standard operating policies are up to date • Responsible for ensuring all internal and external audits meet the required standards • Ensuring system operation and/or resolution to incidents remain within the service level agreement • Proposes changes to procedures as a result of new guidelines or legislation and proposes changes to and redesigns policies and procedures which have an impact in other areas which may affect service users accessing network services. • Ensure all LAN/WAN infrastructure is secure in line with the Trust Security Policy

8. Financial & Physical Resources <ul style="list-style-type: none"> Responsible for ensuring physical security of all IT equipment which is delivered into own care during routine work. Authorising staff overtime and travel expenses
9. Human Resources <ul style="list-style-type: none"> Responsible for the day to day coordination of Network engineers Supervision of Network engineers Provide specialist training for staff in own area and ensure all staff competencies are achieved. Monitoring of contract staff whilst on trust premises.
10. Information Resources <ul style="list-style-type: none"> Adapt & design network infrastructure to meet the needs of the client Responsible for maintaining one or more information systems is a major responsibility of this role. Maintaining the network infrastructure including routers, switches and firewalls. Maintenance of cabling infrastructure. Maintenance of local and wide area networks. Ensure network infrastructure documentation is maintained. Interprets data and creates reports on server performance. You will be expected to have basic functional skills, including literacy, mathematics and digital skills. Digitally literacy is the ability to locate, organise, understand, evaluate and analyse information using digital sources. This is in line with 'digital readiness indicator for health and social care', which has been developed in the Building a Digital Ready Workforce Programme (BDRW), between Health Education England (HEE) and NHS Digital, and is part of the Government's Digital Transformation Portfolio (DTP) (2019)
11. Research & Development <ul style="list-style-type: none"> Responsible for planning and coordinating equipment testing, adaptation and creation of clear documentation for procedures. Evaluate new software and hardware and advise on appropriateness for implementation throughout the Trust. Perform background research into emerging technologies to advise on appropriateness for Trust use. Participate in regular audits
12. Freedom to Act <ul style="list-style-type: none"> Working in line with agreed objectives and is given freedom to manage workload within broad professional and organisational policies. Manages own time to minimise downtime of systems and infrastructure by providing proactive support and a rapid response when problems appear.

Standards

The statements outlined below are the standards of which all employees of Northumbria Healthcare Trust are expected to comply.

Works to the standards expected in the Northumbria Healthcare NHS Foundation Trust statement of values.

Risk Management - to deliver the quality standards and targets outlined in the Trust's Risk Management Strategy and local operational policies

Infection Control:

It is your responsibility to adhere to infection control policies and guidelines in order to promote cleanliness and reduce infections. Hand hygiene must be undertaken correctly to prevent the spread of infection. Personal protective equipment must be used in accordance with Trust policy. You must contribute to the cleanliness of the work environment and keep it "clutter free" and tidy. You must also attend mandatory training and updates to ensure you receive training appropriate to your role

Health and Safety:

Managers have a duty to ensure that safe systems of work are used within their area of responsibility; to investigate accidents and incidents; to arrange for risk assessments to be conducted annually, and to ensure staff attend appropriate health and safety training.

All employees have a duty to take reasonable care for their own health and safety, and that of others who may be affected by their activities; to cooperate with the Trust by complying with all health and safety rules and safe systems of work; and to inform their line manager of any work situation, or practice which may be considered a danger to health and safety.

Patient, Carer & Public Involvement:

Managers have a duty to ensure that the principals of patient, carer and public involvement are adhered to throughout all areas of responsibility in line with Section 242 of the NHS Act 2006 (as amended by the Act 2012) which requires the duty to involve and consult users. A 'user' is defined as someone who is using services, or someone who may use them. In addition, this requires NHS organisations to involve and consult patients and the public in; The planning and provision of services and the development and consideration of proposals for changes in the way services are provided.

This ensure that patients are the focus of everthing we do, we share good practice in line with Trust policies and procedures, this includes learning from complaints and concerns.

Safeguarding:

The safeguarding of all those who are vulnerable is an enormous obligation for all of us who work in the NHS and partner agencies.

Safeguarding children and adults at risk of abuse or neglect is complex, frequently under review and we must all take responsibility to ensure that it works effectively.

Safeguarding is everyone's responsibility. It remains the responsibility of every NHS organisation and each individual healthcare professional working in the NHS to ensure that the principles and duties of safeguarding adults and children are holistically, consistently and conscientiously applied with the needs of adults at risk or abuse or neglect at the heart of all that we do.

Partnership working is also key and it is vital that local practitioners continue to develop relations and work closely with colleagues across their local safeguarding system to develop ways of working that are collaborative, encourage constructive challenge and enable learning in a sustainable and joined-up way.

NHS England will continue to seek assurance that the safeguarding arrangements across the health system are effective.

Environment and Sustainability:

The trust aims to be an exemplar organisation that embraces sustainability and meet its corporate responsibility. It is the responsibility of all employees to support the Trusts' vision for sustainable development. To undertake their duties in a way that is not wasteful of environment, financial and social resources throughout their daily activities.

Appendix 1

NOTE: This appendix is not intended to form part of the 'official' Job Description, but is intended for Job Evaluation purposes only.

Effort and Environment:

Physical –

- Desk based, with long periods of VDU use

Mental –

- May require long period of concentration for situations requiring analysis and interpretation
- There may be interruptions to deal with network failures which would require a change of task.

Emotional –

- Occasional exposure to emotional / distressing situations when dealing with staff

Working Conditions –

- Regular almost continuous use of VDU.
- Requirement to drive between sites 2-3 times per week.
- Requirement to work in roof voids which may be dusty several times per week.

Appendix 2

Grid

	DUTIES AND RISK FACTORS OF THE POST	Yes	No
1.	Exposure Prone Procedures (EPP's)*		X
2.	Manual Handling Operations	X	
3.	Dust, Dirt, Smells	X	
4.	Chemicals, Fumes or Gasses (Glutaraldehyde, fixer, anaesthetic gases, reconstitution/handling of cytotoxic drugs)		X
5.	Patient Contact		X
6.	Babies/Children Contact		X
7.	Food handling / Preparation		X
8.	Driving	X	
9.	Fork Lift Truck Driving		X
10.	User of Display Screen Equipment	X	
11.	Noise		X
12.	Infestation		X
13.	Blood and Body Fluids/Waste/Samples/Foul Linen		X
14.	Excessive Cold		X
15.	Excessive Heat		X
16.	Inclement weather		X
17.	Radiation		X
18.	Laser Use		X
19.	Heights over 2 metres	X	
20.	Confined Spaces	X	
21.	Vibration i.e. Power Tools		X
22.	Using machinery with moving/exposed parts		X
23.	Shift work		X
24.	Use of latex products		X
25.	Physical violence / aggression		X
26.	Employment of young people		X
27.	Any other hazards please specify		X
28.	Other		

If any hazard is identified above please give details below.

Regular almost continuous use of VDU.

*Definition of Exposure Prone Procedures (EPP's)

Exposure prone procedures are those where there is a risk that injury to the Health Care Worker may result in the exposure of the patient's open tissues to the blood of the HCW. These procedures include those where the HCW's gloved hands may be in contact with sharp instruments, needle tips and sharp tissue (spicules of bones and teeth) inside a patient's open body cavity, wound or confined anatomical space where the hands or fingertips may not be completely visible at all times.

Person Specification

Job Title:	Senior Network Engineer	
Department:	Digital Services	
Location:	Trustwide	
Specification	Essential	Desirable
Qualifications / Professional Registration	<ul style="list-style-type: none"> Degree in a computer related discipline or equivalent level of knowledge. Further staff and project management knowledge to post graduate diploma level or equivalent experience in a relevant computer related discipline Additional specialist knowledge acquired through post graduate study or equivalent experience in a relevant computer services discipline. Specialist knowledge across range of project management procedures and techniques underpinned by theory Appropriate industry recognised qualifications e.g. CCNA R&S, CCNP R&S or equivalent. Fundamental understanding of Networking infrastructure and protocols 	<ul style="list-style-type: none"> Management or supervisory Qualification. ITIL CCNA : Cyber Ops, CCDA, Wireless, DC or Security
Experience and knowledge	<ul style="list-style-type: none"> Significant experience of managing a CISCO Network infrastructure across multiple sites Experience in design, development and implementation of IT Network Infrastructure and best practices across a large organization Significant experience of 3rd Line IT Support in a large organization Working experience and knowledge of VSS, Cisco ASA/Firepower, Data Centre Technologies and Cisco Unified Wireless Network infrastructure Experience of troubleshooting and resolving issues at all levels Experience of documenting systems and networks. Experience with project management 	<ul style="list-style-type: none"> Big-IP F5 LTM VMware ESXi Solarwind and CISCO Prime CISCO ISE

Skills and abilities	<ul style="list-style-type: none"> • Must be able to communicate effectively with all levels of users. • Must be able to work without close supervision. • Ability to organise and prioritise tasks and deliver to timetables. • Good problem solving skills, including imaginative in finding solutions using different mechanisms. • Ability to analyse and investigate complex technical issues. • Must be able to demonstrate the English language proficiency level required for this post 	
Personal attributes	<ul style="list-style-type: none"> • High level of personal motivation • Excellent interpersonal skills • Ability to set and work to deadlines under pressure • Flexible approach to working hours to meet deadlines • Professional approach to working with individuals both internally and external to the organisation • Learning agility and commitment to self-development 	
Other requirements	<ul style="list-style-type: none"> • Participate in the out of hours on call Rota • It is an essential requirement of the role that the post holder has a valid driving licence and is either a car owner and able to use the car for work purposes, or has a Trust personal lease vehicle which may be used for the role. However, the Trust would consider making reasonable adjustments to the role, if necessary, to enable a disabled person to undertake the role 	