



JOB DESCRIPTION

Role / Title: Network Manager

Reports to: Head of Technology Operations

Main Purpose of the Job

To be a delivery-minded Network Manager responsible for guiding a team of Network Engineers in daily business operations. This role is crucial to building and maintaining the IT infrastructure and telco networks, ensuring smooth operation, and supporting organisational growth. The role is pivotal in overseeing the efficient resolution of network incidents as well as network delivery projects, while also managing the collaboration with other technology and estates teams. This role will ensure smooth service handovers, develop and enforce service operating procedures, and contribute to the overall optimisation of the technology operations services.

Key Responsibilities

- **Team Leadership:** Manage and lead the network team and ensure best practice approaches are taken and applied across RBO networks
- **Planning:** Play a part in the future design and planning of RBO Networks, working with the Technology Delivery Manager and Head of Technology Operations
- **Lead and mentor:** Guide and motivate network team members, fostering knowledge sharing and continuous improvement
- **Architect and implement:** Design and build robust, scalable, and secure networking and telco solutions, aligning with business needs
- **Automate and optimise:** Champion automation initiatives, leveraging monitoring platforms and unified dashboards and configuring resources efficiently
- **Network expertise:** Navigate the network landscape, confidently recommending, best practice approaches to networking and telephony upgrades
- **Proactive and insightful:** Anticipate and mitigate infrastructure risks, ensuring high availability and performance of networks and telco
- **Security champion:** Foster a security-first culture, implementing and enforcing security best practices across the infrastructure networks and telco
- **Communicate effectively:** Collaborate with diverse stakeholders, clearly communicating technical complexities and ensuring alignment
- **Management:** Manage the performance and professional development of a team of network engineers

Job Requirements

The role demands proficiency in several skills, including specialist skills each categorized into four ascending levels: Awareness, Working, Proficient, and Expert. Here are the primary skills and their corresponding levels for this role:

- **Networking Infrastructure (Level: Practitioner):** design, implement, administer, and support infrastructure network and telco technologies, solutions, and services. Inclusive of log storage, IP Networking - IPV4, IPV6, Structured Cabling, Firewall Management, Networking software, Network Monitoring, Network Security tooling (IPSEC), Wireless Networks including public portals, Telco Networks, SIP Trunking, VOIP, and Session Border Controllers
- **Technical Understanding (Level: Practitioner):** show a thorough understanding of the technical concepts required for the role and can explain how these fit into the wider technical landscape
- **Network System Design (Level: Practitioner):**
 - design networks characterised by medium levels of risk, impact, and business or technical complexity
 - select appropriate design standards, methods, and tools, and ensure they are applied effectively
 - review the network designs of others to ensure the selection of appropriate technology, efficient use of resources and integration of multiple systems and technology
 - Ensure effective documentation of all network and telephony topologies
- **Modern standards approach (Level: Practitioner):** competently apply modern standards approach and guide others to do so in relation to your specialism
- **Troubleshooting and problem resolution (Level: Practitioner):**
 - break a problem down into its component parts to identify and diagnose root causes
 - troubleshoot and identify problems across different technology capabilities
- **IT Infrastructure (Level: Working):** design, implement, administer, and support infrastructure technologies, solutions, and services. These can include computing, storage, networking, physical infrastructure, software, commercial-off-the-shelf software (COTS), and open-source packages and solutions. They can also include virtual and cloud computing such as Infrastructure as a Service (IaaS), Platform as a Service (PaaS) and Software as a Service (SaaS)
- **Information Security (Level: Working):** demonstrate an understanding of information security and the types of security controls that can be used to mitigate security threats within solutions and services
- **Ownership and Initiative (Level: Working):** own an issue until a new owner has been found or the problem has been mitigated or resolved
- **Problem Management (Level: Working):**
 - initiate and monitor actions to investigate patterns and trends to resolve problems
 - effectively consult specialists where required
 - determine the appropriate remedy and assist with its implementation.
 - determine preventative measures
- **Service Focus (Level: Working):** take inputs and establish coherent frameworks that work
- **Testing (Level: Working):**

- review requirements and specifications and define test conditions
- identify issues and risks associated with work
- analyse and report test activities and results

Desired Skills

- Significant experience in IT Technology teams, with a proven track record of success
- Extensive expertise in IP Networking, Firewall Security, Telco, and IP security administration, across on-premises and cloud environments
- Leadership experience, effectively mentoring and guiding junior team members
- Strong understanding of cloud security and compliance practices
- Excellent communication, presentation, and collaboration skills
- Strategic thinking and problem-solving prowess

This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.

