## ROLE PROFILE

|  |  |
| --- | --- |
| **Role Title** | **Operations Network Engineer** |
| **Internal Reference** | CEN-0108 |
| **Business Unit / Group Function** | Central Services |
| **BU Team / Sub-Function** | Group Technology Services |
| **Location** | SBP;Arete |
| **Team Leader Role** | Operations Leader Network |
| **Role Level** | 4B |
| **Team Members** | No |
| **Role Purpose** To provide technical direction, advanced support, planned \ controlled maintenance and upgrades, installation of Network Operational services, both on company premises and cloud provided services, using applications to both maintain and enhance efficiencies and performance of the company’s Network systems. |
| **Accountabilities**Accountabilities• To provide technical direction, advanced support, planned \ controlled maintenance and upgrades, installation of Network Operational services, both on company premises and cloud provided services, using applications to both maintain and enhance efficiencies and performance of the company’s Network systems• Proactively advise, assist, and engage on delivery and change of underlying technical network systems• Ensure that all third line network engineering support requests are appropriately prioritised and resolved within the required service level agreements• Create and maintain the documented design, operation and troubleshooting of technology platforms and procedures related to network systems• Advise, deliver and monitor the implementation of policy and strategy for WG&S information technology systems and SecOps to ensure that staff and network systems comply with legislative and organisational requirements• Configure, monitor, and maintain network systems within predefined targets• Work collaboratively with Analysts and 3rd party support services on diagnosing and troubleshooting issues related to the WG&S network environments• Plan and execute system testing necessary for new and upgraded network installations prior to release in the live environment to ensure continuity of service• Provide project support, SME input and operational support across all Datacentre Network systems |
| **Created by:** | Chris Rydings |
| **Creation Date:** | 01/09/2021 |
| **HRBP:** | Kirsty Morris |
| **Date of last revision:** | 01/10/2021 |