JOB DESCRIPTION

JOB TITLE:	**NETWORK SPECIALIST**
BAND:	**6**
DEPARTMENT:	**INFRASTRUCTURE & UNIFIED COMMS**
DIRECTORATE:	**DIGITAL**
REPORTING TO:	**NETWORK MANAGER**
ACCOUNTABLE TO:	**ASSOCIATE DIRECTOR – DIGITAL OPERATIONS**

JOB SUMMARY
The Network Specialist is a key member of the Network team. The postholder is responsible for day-to-day operational maintenance of the Trust's Network infrastructure, the associated software, management and support.   The role utilises expert knowledge to to monitor and maintain the ongoing operation of the Trust's network infrastructure, making optimal use of network management products to proactively manage any issues that may interrupt service.   The role incorporates customer care, vendor or relationship management, operations and communications co-ordination.   The post holder is also responsible for working closely with the project teams, ensuring network team tasks are identified, planned and executed effectively. This involves working as part of a team or on an individual basis with 3rd party vendors, internal or external stakeholders and other technical experts, ensuring assigned project tasks are completed within project tolerances.

KEY RESPONSIBILITIES

- Utilise expert knowledge to resolve a range of varied, complex technical issues and explain complex situations in simple terms to staff at all levels
- Respond to technical enquiries regarding the appropriate purchasing, disposal, and effective use of the Trust's network infrastructure from all departments in accordance with Trust policies and procedures
- Escalate any recurring problems which users are experiencing, so that a more comprehensive and effective solution can be applied
- Provide expert support or guidance relating to Network associated service requests, problems or issues
- Liaise with 3rd party vendors as required, ensuring that sufficient technical information is provided for each call logged
- Ensure that Network associated documentation is maintained and updated
- Assist Senior Network specialist to manage and prioritise ongoing maintenance of the Trust's Networking infrastructure to ensure fitness for purpose is sustained

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- Assist Senior Network specialist with the management and design of solutions associated with networking infrastructure, networking protocols, Network Security, DHCP, LAN's & WAN's
- Work with the senior network specialist and network manager focusing on quality or continual service improvement

MAIN DUTIES AND RESPONSIBILITIES	
Management/ Leadership	- Work alongside the senior network specialist to schedule resources within the team in order to meet the operational or project priorities - Work with the Senior Network Specialist to develop, plan, organise and deliver complex network solutions across clinical and non-clinical departments to deliver services to the required standards and within the available resource base - Work within the network team, encouraging knowledge sharing across that team - Manage a constant stream of conflicting priorities utilising exceptional organisation or communication skills, ensuring that complex technical information can be explained in non-technical / business terms - Lead tasks and activities which may require adjustments to priorities in order to satisfy business needs
Human Resources	Training and coaching within the team
Performance and Quality	**Service Delivery and Improvement** - Ensure the efficient organisation of network team services within the department, making best use of capacity to deliver activity within the terms of the Service Level Agreements (SLAs) and with cost effective utilisation of staff and non-pay resources - Develop and maintain in-depth specialist knowledge of the relevant networking devices and software as appropriate to deliver the Trust strategy - Using the trust's Digital Service Desk tool lead on the monitoring of Incidents and Requests, taking ownership through to resolution - Using the trust's network monitoring systems proactively check the correct operation of the assets for which the network team is responsible. Record both correct and unexpected results. - Investigate and resolve issues highlighted by the trust's network monitoring systems. - Attend trust sites to troubleshoot network issues, assist senior network specialists and support deskside team - Ensure network equipment is installed and maintained in line with the agreed standards - Carry out site surveys, in collaboration with third parties and project teams, in advance of network installations and

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changes
- Log faults with 3rd party Service Desks as requested ensuring that the minimum data set information is provided for each call logged and that regular communication is maintained with the 3rd party until calls are resolved. Ensuring that for each call logged there is a corresponding log on the Trust's Digital Service Desk.
- Assist Senior Network specialist with network specification and the review of vendor specifications in line with objectives or business requirements
- Install/replace/decommission network equipment at trust sitesDemonstrate activities and work routines to others in the network team
- Proactively identify risks and issues that affect release scope, schedule and quality
- Escalate to Line Manager any service impacting or critical issues, give clear updates of progress to resolution for staff at all levels
- Provide support for the Trust's networking infrastructure across multiple platforms
- Correctly record and update asset information
- Utilising your expert knowledge, meet with various stakeholders or users to troubleshoot or resolve matters that may arise regarding complex issues or problems associated with the Trusts networking infrastructure
- Maintain up-to-date knowledge with regards to Data Protection, Patient Confidentiality, Information Sharing Protocols and relevant Trust policies relating to these
- Develop and maintain professional relationships with disciplines in and outside of the Trust
- Work with the programme teams to ensure network services are provisioned in line with project tolerances
- Responsible for the successful implementation into live environments of new equipment or services as part of project or service objectives
- Work within defined deadlines as part of a team and on an individual basis ensuring assigned work is effectively completed
- Share and communicate performance indicators and level of performance throughout the team, taking action where required to address variance from the standard/milestone
- Deputise for the Senior Network Specialist as required

Risk Management and Governance

- Work collaboratively with colleagues to ensure that effective governance arrangements and performance management systems are in place
- Work collaboratively with colleagues to ensure that all risks are identified and included as appropriate on the organisational risk register and are progressed appropriately to reduce the risk profile
- Work collaboratively with colleagues to address complaints

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and incidents appropriately – lead the learning from such events to ensure that learning is achieved across the department

Corporate

- Use specialist knowledge and experience to ensure that decisions taken are in the Trust's best interests
- Work with colleagues to facilitate corporate and divisional performance through realistic, cross referenced and measurable objectives
- Put the interests of the Trust before any interest to a specific area of responsibility, and to participate fully in the department's collective decision-making as a team member rather than as a functional or professional advocate

Financial and Physical Resources	- Takes responsibility for IT equipment or software installations and their maintenance. - Ensures physical resources are maintained appropriately. - Takes responsibility for the security of resources held by the role - Ensures the role owner and team utilises resources in line with the instructions of the resource - Promotes the best use and care of resources throughout the Trust - Works with network specialist to understand team finances
Personal Skills and Qualities	- Ability to give clear, effective and customer sensitive advice. - Ability to communicate complex technical issues to non-digital staff. - Enthusiasm for working collaboratively with business owners and other technical experts. - A willingness to maintain or acquire new skills in the area of networks and the associated software - Ability to develop effective working relationships with peers and stakeholders across the organisation

JOB DESCRIPTION AGREEMENT
This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the postholder..

Statement on Employment Policies	
In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-	
Health and Safety	Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts

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	at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
Equal Opportunities	ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs. For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.
Dealing With Harassment/ Bullying In The Workplace	The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying. The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences. Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.
No Smoking	To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smokefree Trust – this means that staff must be smokefree when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'
Alcohol	To recognise that even small amounts of alcohol can impair work performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.
Confidentiality	As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy. To safeguard at all times, the confidentiality of information relating to patients/clients and staff.
General Data Protection Regulation (GDPR)	To maintain the confidentiality of all personal data processed by the organisation in line with the provisions of the GDPR. As part of your employment with East London Foundation Trust, we will need to maintain your personal information in relation to work on your personal file. You have a right to request access to your personal file via the People & Culture Department.
Safeguarding	All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current

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	legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.
Service User and Carer Involvement	ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.
Personal Development	Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.
Quality Improvement	The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.
Professional Standards	To maintain standards as set by professional regulatory bodies as appropriate.
Conflict of Interests	You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.
Risk Management	Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.
Personal and Professional Development/Investors in People	The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.
Infection Control	Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations. Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.

PERSON SPECIFICATION

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BAND:	**6**
DEPARTMENT:	**INFRASTRUCTURE & UNIFIED COMMS**

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DIRECTORATE:	DIGITAL
REPORTING TO:	NETWORK MANAGER
ACCOUNTABLE TO:	ASSOCIATE DIRECTOR – DIGITAL OPERATIONS

ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
Education/ Qualification/ Training	• Relevant Digital Degree or equivalent knowledge and relevant experience in specialty	E	S/I
	• Recognised qualifications associated to the role	E	S/I
Experience	• Data encryption and malware protection	E	S/I
	• Experience of working and liaising with Third Party Suppliers.	E	S/I
	• Experience of working in a large organisation with a wide range of staffing levels and being able to liaise with level from Administrative Staff to Senior Managers.	E	S/I
	• Strong experience of network infrastructure associated hardware maintenance across a mixed computing environment	E	S/I
	• Strong experience in influencing the application of Digital to working practices.	E	S/I
	• Experience of working with a range of staffing groups including clinicians, nursing and managers.	E	S/I
	• Develop/design policies, protocols and able to analyse, interpret complex data and report in a variety of different styles.	E	S/I
Knowledge and Skills	• Knowledge of network infrastructure support including TCP/IP, LAN & WAN and Digital Security systems	E	S/I
	• Practical knowledge of network infrastructure maintenance, monitoring and support	E	S/I
	• Knowledge of network infrastructure technologies and associated support, maintenance or problem solving	E	S/I
	• Understanding of Information Governance, Digital Security and confidentiality	E	S/I
	• Understanding of the Strategic aims and priorities of the Trust.	E	S/I
	• Understanding the benefits of Information Technology to Trust staff.	E	S/I
	• Knowledge of the Digital strategy	E	S/I
	• Good Working knowledge of MS Office		

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	products.	E	S/I
	• Knowledge of the National Digital Strategy.		
	•	E	S/I
Personal	• High level of interpersonal skills, including active listening and understanding.	E	S/I
	• Influencing, motivation and negotiation skills	E	S/I
	• Ability to work across organisational and professional boundaries	E	S/I
	• Excellent presentation and written communication skills	E	S/I
	• Ability to prioritise and plan use of resources	E	S/I
	• Good analytical and problem solving skills – ability to analyse complex data/information and make judgements/draw conclusions	E	S/I
	• Ability to work independently, using own initiative and as part of a team	E	S/I
	• Strong communication skills both written and verbal – able to communicate complex and sensitive information and use persuasion, influencing and negotiation	E	S/I
	• Ability to embrace and drive change		
	• Ability to organise and prioritise own workload and that of others and adjust plans as required both in the short and long term	E	S/I
	• Able to work flexibly to meet the demands of the role	E	S/I
		E	S/I

S: Shortlisting   I: Interview   T: Test

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