JOB DESCRIPTION

Vacancy reference:	SRF40975
Post Title:	Apprentice Network Engineer
Grade:	Grade 3
School/Department:	Digital Technology Services (DTS)
Reports to:	Infrastructure Manager
Responsible for:	N/A

Purpose

The role supports the University's need to invest in robust and resilient IT infrastructure whether this be on premise connectivity or cloud service management; working with the Operations team members on the day to day monitoring and management of University services, tools and processes, and ensuring that appropriate action is taken in the event of a change in service state.

Main duties and responsibilities (Network Engineer Level 4)

- The primary role of an Apprentice Network Engineer is to apply an understanding of network capabilities to support the delivery of services to the University customers.
- Those focused on the technical side will work on areas such as design and architecture, testing & troubleshooting.
- Those focused on the analysis side will work on areas such as wireless and security.
- The primary role of an Apprentice Network Engineer is to monitor and triage alerts on the IT connectivity and escalate to the appropriate team. You will typically use a range of automated tools to monitor services in real time. You will understand and interpret the alerts that are automatically generated by those tools including integrating and correlating information from a variety of sources.
- All people in this occupation work to achieve required service delivery outcomes in a service availability context. You will develop and apply practical knowledge in IT infrastructure to deliver solutions that fulfil organisations requirements.
- Develop the technical skills needed to manage the IT infrastructure within agreed projects and aligned to the University Digital Strategy.
- Gain invaluable experience by learning challenging theory and applying this on-the-job.
- Develop the knowledge and skills required, such as how to identify poor performance before customers, troubleshoot faults, to equip you to be a future Infrastructure Engineer.
- Learn how to install and test network equipment.
- Learn wireless technology systems and how to implement in an enterprise environment.
- Become a specialist at diagnosing faults and providing solutions.
- Maintain risk assessments of the network infrastructure and support the mitigation thereof.
- Ensure compliance with GDPR (Data Protection

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- Actively participate in the team, share information and support others.
- Maintain a positive outlook and show flexibility to new ideas and approaches
- Promotion of IT infrastructure best practice and ensure that knowledge transfer and related training takes across DTS and the wider University
- Keep up to date with relevant IT infrastructure developments, both external and internal to the University, and assess their implications for DTS and the wider University
- Respond appropriately to queries from staff, students or members of the public.

N.B. The above list is not exhaustive.

Supervision received

The post-holder will report to the Infrastructure Manager and will be provided with guidance on how to manage the work expectation. The post-holder and Infrastructure Manager will agree objectives as appropriate. They will be expected to manage their own time within boundaries agreed with the Infrastructure Manager.

Supervision given

None

Contact

The post-holder will also be expected to work closely with support teams across DTS providing IT infrastructure advice.

Terms and conditions

The role will adhere to the terms of the apprenticeship.

Date assessed: March 2022

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PERSON SPECIFICATION

Job Title	School/Department
Apprentice Network Engineer	**Digital Technology Services**

Criteria	Essential	Desirable
Skills Required	• Demonstrate approaches to problem management • Good communication skills, including presentation of technical issues for non-specialist audiences • Ability to take innovative approaches to problem solving • Ability to communicate with differing customer security literacy	• Had expose to an Data Centre environment
Attainment	• A minimum of five GCSEs grades A* - C (9-4 on the new grading system) level including English and Maths • A-level or equivalent in an IT subject • IT based qualification	
Knowledge	• Awareness of IT infrastructure best practice • Understanding of best practice relating to service delivery • Understanding of tooling concepts such as monitoring	• Understanding of incident prioritisation
Relevant Experience	• None	• Work experience in a IT organisation
Disposition	• Commitment to the values of the University	

Completed by: Kevin Mortimer Date: 23/03/2022

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