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| A | **Post Details** |
|  | **Job Title:**  | Network Manager | **Function:**  | IT Department |
|  | **Location:**  | More London | **Unique Post Number:** |  |
|  | **Reports To:**  | IT Service Delivery Manager | **Grade:**  | MG1 |
| B | **Purpose of the Job**The purpose of the role is to:Take ownership of the network infrastructure and architecture for London & South Eastern Railway, including end-to-end design, daily management, operational security, and service improvement activity.Collaborate with the Go-Ahead Group networking team to ensure alignment between the local infrastructure strategy and group strategy.Work with the organisations’ network delivery and support partners to ensure uptime is maximised, integrity is maintained, and performance is optimised. Participate in IT projects to ensure the networking impact is understood, that capacity requirements are factored into the technical delivery plan and budgets and ensure that introduction to service is successfully completed. |
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| C | **Principal Accountabilities** |
| C1 | Manage the relationship with the WAN Network support partner, working to ensure that requirements are accurately communicated, implementations are to standard, and that incidents are handled correctly and resolved promptly. |
| C2 | Manage, monitor and secure the switching estate. Review and continually improve the implementation to ensure optimal performance. Design and implement changes to switch configurations as needed. |
| C3 | Manage, monitor and secure the security appliance estate. Review and continually improve the implementation to ensure optimal performance. Design and implement changes to configurations as needed, working in conjunction with the support partner. |
| C4 | Manage, monitor and secure the wireless implementation. Design and implement changes to configurations as needed, working in conjunction with the support partner. |
| C5 | Collaborate with Go-Ahead group network team to resolve issues, improve integration and security of the network |
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| C6 | Review and monitor network capacity across the organisation. Identify and create solutions to improve utilisation or increase capacity when required.  |
| C7 | Participate in projects: Understand requirements, design, manage and/or deliver solutions to support the project, incorporating adequate capacity to ensure existing services are not adversely affected. |
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| D | **Safety Responsibilities** |
| D1 | This post is required to undertake SAFETY CRITICAL WORK | Yes |  | No | X |
| D2 | This is a KEY SAFETY POST or nominated deputy | Yes |  | No | X |
| D3 | The holder of this post is identified as a KEY SAFETY MANAGER | Yes |  | No | X |
| D4 | The job requires competence in PERSONAL TRACK SAFETY | Yes |  | No | X |
| D5 | This job has SPECIFIC SAFETY RESPONSIBILITIES (if Yes see section D6 below)  | Yes |  | No | X |
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| D6 | The post holder has the following specific safety responsibilities: |
|  | Carrying out Planned General Inspections of the following locations:* N/A
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|  | Acting as Fire Precautions Manager for the following locations:* N/A
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|  | Safety Interface with the following external parties:* N/A
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|  | Investigation of accidents occurring at the following locations or as requested by Safety & Environment:* N/A
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| E | **Decision making Authority** |
| E1 | Design and network configuration |
| E2 | Network security |
| F | **Most Challenging and/or Difficult parts of the role** |
| F1 | Understanding how LSER’s network interfaces with group and third party environments (Multi-VRF operations, BGP route policy |
| F2 | Understanding the network integration with remote supplier systems, which are predominantly IPSec based |
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| G | **Person Specification** |
|  | Southeastern aims to recruit people not just for jobs but for long term careers. We want good quality, talented people with the right attitude who will stay with us.For these reasons we look for evidence of Southeastern values and behaviours in all potential staff and our existing staff looking for promotion along with the particular experience/knowledge, skills and behaviours relevant to the position applied for. These areWe care passionately about our people and passengers* + we put ourselves in our passengers’ shoes to do what’s right for them
	+ we support our colleagues to be, feel and do their best
	+ we love the places we serve and do our bit for our communities and environment

 We aim to be the best* + we move with pace, we’re agile and learn from everything
	+ we relentlessly strive to be the best
	+ we are professionals with personalities

We make the difference together * + we are answerable to each other and our passengers
	+ we trust each other and do what we say we will
	+ we are stronger together than we are as individuals

We also have identified behaviours required to be successful in leading Southeastern. The Leading Southeastern framework details **how** we should be behaving in order to drive up performance to deliver **85 by 18**. All shortlisted candidates seeking promotion will be assessed against this framework.The job demands the following blend of experience/knowledge, skills and behaviours (all are essential, unless otherwise shown and will be assessed by application and/or interview/assessment) : |
| G1 | Experience, Knowledge & Qualifications (including any specific safety training requirements)* CCNP Enterprise (R+S/Wireless) / Security accreditation or equivalent (essential)
* SD-WAN deployment experience (any product) (essential)
* Experience in owning / managing a supplier relationship with a major telco at both a service and technical level (essential)
* F5 Certified BIG-IP Administrator (desirable)
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| G2 | Skills (including any specific safety critical competencies) * Cisco routing/switching configuration and management
	+ Must have good understanding of MPLS CE router configuration and network operations
	+ Must have good understanding of enterprise routing protocols (BGP/OSPF)
	+ Must have experience with QOS design, implementation, and management
* Aruba / HPE switching configuration and management
* Cisco ASA configuration and management
* Cisco NGFW configuration and management
* Cisco WLC configuration and management
* ZScaler Internet Access (ZIA) management
* F5 BIG-IP configuration and management (APM / LTM)
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| G3 | Behaviours * Passion, enthusiasm, and expertise.
* Understanding of the wider context around their work
* Good written and verbal communication skills
* Quality and transparency
* Good prioritising skills and the ability to meet targets
* Pragmatism
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| G4 | **Other** |

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| H | **Dimensions of role** |
| H1 | Financial – Direct: |  |
| H2 | Financial – Other: |  |
| H3 | Staff Responsibilities – Direct: |  |
| H4 | Staff Responsibilities – Other: |  |
| H5 | Any Other Statistical Data: |  |
| I | **Acknowledgement** |
| I1 | Prepared By: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| I2 | Approved By (Head of Department): | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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|  **J** | **Job Description Briefing** |
|  | The post holder has been briefed on and understands the requirements of this Job Description and other related documents: |
|  | Name of post holder: |  | Signature: |  | Date: |  |
|  | Name of briefing manager: |  | Signature: |  | Date: |  |
| **K** | **Nominated Deputy for Safety requirements**  |
|  | If this is a KEY SAFETY POST (D2 in Safety Details above is YES) at least one nominated deputy must be identified. The Job Holder must ensure that the Nominated Deputy(ies) receives a copy of, and is briefed on this Job Description. If there are more nominated deputies, they should sign further copies of this Job Description. |
|  | The nominated deputy has been briefed on and understands the requirements of this Job Description and other related documents: |
|  | Name of nominated deputy: |  | Signature: |  | Date: |  |
|  | Name of briefing manager: |  | Signature: |  | Date: |  |