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| A | **Post Details** | | | |
|  | **Job Title:** | Network Manager | **Function:** | IT Department |
|  | **Location:** | More London | **Unique Post Number:** |  |
|  | **Reports To:** | Head of IT | **Grade:** | MG2 |
| B | **Purpose of the Job**  The purpose of the role is to:  Take ownership of the network infrastructure and architecture for Southeastern, including end-to-end design, daily management, operational security, and service improvement activity across 192 sites, including stations, train maintenance depots, data centres and office locations.  The role will lead the team of 4 network engineers, working closely with the Service team to address incident and request tickets in line with SLA’ s relating to the network.  Work with the organisations’ network delivery and support partners to ensure uptime is maximised, integrity is maintained, and performance is optimised.  Participate in IT and business led projects to ensure the networking impact is understood, that capacity requirements are factored into the technical delivery plan and budgets to ensure that introduction to service is successfully completed.  This role also performs a significant function in the IT governance requirements, participating in the Design Authority panel, lifecycle Change control of services, including software and hardware assets, especially where their lifecycle impacts the WAN/LAN capacity and security requirements.  The role also participates in the Silver command rota requirements of the department, acting as an escalation point for the on-call engineers where impacts of incidents require management involvement and wider organisational or supplier communication and involvement. | | | |
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| C | **Principal Accountabilities** | | | |
| C1  C2  C3  C4 | Lead the team of network engineers, focused on the management of the network, and incident and requests relating to the network provision, in line with SLA’s and KPI’s.  Set and update training paths for the team members, to develop the individuals and ensure ongoing competence for existing and new services supported by the team.  Manage the relationship with the WAN Network providers, working to ensure that requirements are accurately communicated, implementations are to standard, and that incidents are handled correctly and resolved promptly.  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. | | | |
| C5 | 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. | | | |
| C6 | 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. | | | |
| C7 | Manage, monitor and secure the wireless implementation. Design and implement changes to configurations as needed, working in conjunction with the support partner. | | | |
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| C8 | Review and monitor network capacity across the organisation. Identify and create solutions to improve utilisation or increase capacity when required. | | | |
| C9  C10  C11  C12  C13  C14  C15  C16  C17  C18 | 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.  Create and regularly review and update process, procedure and standards documents  Collaborate with IT management to inform on IT policy amendments where appropriate.  Participate in the IT governance requirements, including the Change Advisory Board (CAB), IT Change Panel and IT Governance Panel  Creation of Management reports  Participate in Silver command on-call rota, managing significant technical incidents when required.  Manage document lifecycle requirements within the team, ensuring creation and updates to documentation are completed during installation or upgrades  Lead the Business Continuity network testing requirements, and working with the other IT teams, adapt and update plans regularly  Participate in Major Incident response plan testing, and Major Security Incident response plan testing requirements, and working with the other IT teams, adapt and update plans regularly    Undertake any other activity that is commensurate with the role, as requested by the Head of IT | | | |

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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 | | | | |
|  | Acting as Fire Precautions Manager for the following locations:   * N/A | | | | |
|  | Safety Interface with the following external parties:   * N/A | | | | |
|  | Investigation of accidents occurring at the following locations or as requested by Safety & Environment:   * N/A | | | | |
| E | **Decision making Authority** | | | | |
| E1 | Design, configuration and capacity management of the Network. | | | | |
| E2 | Network security, including supplier integrations. | | | | |
| F | **Most Challenging and/or Difficult parts of the role** | | | | |
| F1 | Managing the transition from the current MPLS to and SD WAN | | | | |
| 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 and management experience (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) |
| G2 | Skills (including any specific safety critical competencies)  * 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) |
| 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 |
| G4 | **Other** |

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| H | **Dimensions of role** | | | | |
| H1 | Financial – Direct: | |  | | |
| H2 | Financial – Other: | |  | | |
| H3 | Staff Responsibilities – Direct: 4 | |  | | |
| 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: |  |