Isle of Anglesey County Council

Job description / Person specification

Part A

Job title: Associate Network Engineer

Post number:

Service / Section: Digital, Performance and Modernisation / Data, Digital & Technology (DDaT)

Grade: 3

Overall job purpose

The DDaT – Associate Network Engineer works within the IT Infrastructure Engineering discipline in the DDaT technical job family. The post involves the functions associated with the delivery and maintenance of the Council's server and cloud Infrastructure. They will work within the engineering discipline and collaboratively with the other disciplines to implement high-quality, cost-effective enterprise IT solutions to meet a hugely complex range of business requirements across the organisation.

Reporting to the DDaT Lead Network Engineer, this post will play a role in achieving the strategic goals of the DDaT team. They will assist the Lead Engineer in supporting effective IT solutions and undertake work on projects and business as usual works.

They will assist with the development of their team to meet the changing technology needs of the organisation through knowledge sharing, producing documents and guidelines and identifying areas to improve.

General: *To comply with the local authority's Corporate Safeguarding Policy and the safeguarding duties and responsibilities which that policy places on every employee, aligning with the core values of the Authority which includes supporting children, adults who may be at risk and their families to keep them safe and healthy.*

In accordance with the Local Authority's Corporate Safeguarding Policy and the Social Care Wales Safeguarding Framework, this role requires the postholder to complete safeguarding training at the appropriate level. All employees must complete ***Group A*** *(mandatory e-learning). In addition, the post holder will need to ensure that they comply with the requirements of the below level of training in accordance to the Safeguarding Training Framework.*

Group B ☐
Group C ☐
Group D ☐

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Group E ☐

Group F ☐

For guidance on above Safeguarding levels, visit: https://socialcare.wales/resources-guidance/safeguarding-list/national-safeguarding-training-learning-and-development-standards

Main duties / responsibilities

As an officer in the DDaT team. the postholder will play a role in the implementation of the Corporate and Education IT Strategies. The post holder will work in a team of Network Engineers and will ensure technologies are implemented effectively and support can be provided through contributing to the development of high-quality documentation and knowledge sharing.

Provide support and participate occasionally in projects to provide new and improved technology to support the council and as part of the wider collaboration agenda.

Undertake regular monitoring and proactive maintenance schedules for the Council's Network Infrastructure with support of the team and report regularly to senior engineers on the health of and work programs associated with, elements of the Council's network Infrastructure.

Support officers to research, develop and review new and emerging technologies specific to their area of responsibility, collating and condensing findings.

Person specification

Education and training **The minimum educational requirements / Professional or vocational qualifications for this post:**	**Essential (E)** **Desirable (D)**
1. Educated to NVQ Level 3 Standard or commensurate experience in a technical discipline. (Such as CompTIA or Cisco Qualifications)	E

Any specific training required for the post including certification:	**Essential (E)** **Desirable (D)**
1. Evidence of Continued Professional Development	D
2. Current Certifications in ICT networking.	D
3. Full UK Driving license	E

Key competence requirements Job related knowledge:	Essential (E) Desirable (D)
1. Knowledge and experience of ICT network technologies.	E
2. Knowledge and experience of Enterprise ICT network technologies	D
3. An understanding of ICT projects and how timelines impact delivery activities.	D
4. An understanding of the principles of integration and Identity Management.	D
5. An understanding of change management in line with recognised methodology.	D
6. An understanding of incident and problem management principles	D
7. An Understanding of IPv4 Networking	E
8. An understanding of the 7 layer OSI model and its application in troubleshooting network troubleshooting	D

Specific skills:	Essential (E) Desirable (D)
1. The ability to communicate effectively between the technical and non-technical.	E
2. Is able to assist with the design of systems characterised by high levels of risk, impact, and business or technical complexity.	D
3. Able to quickly adapt to unfamiliar systems and perform undirected troubleshooting	E
4. Methodical Approach to Problem solving, including gathering useful information for senior engineers.	E

Position in the organisation

Reports to: DDaT Lead Network Engineer

Staff supervised: 0

Working arrangements and conditions

Working week: Any 5 days out of 7. Monday to Sunday

Identified work base: Anglesey

Contracted hours: 37 hours

Language requirements

Welsh language skills (please see the skills framework attached)

Skill	Level 0	Level 1	Level 2	Level 3	Level 4	Level 5
Listening (Tick one)	☐	☐	☐	☒	☐	☐
Reading (Tick one)	☐	☐	☐	☒	☐	☐
Speaking (Tick one)	☐	☐	☐	☒	☐	☐
Writing (Tick one)	☐	☐	☐	☒	☐	☐

English language skills (please see the skills framework attached)

Skill	Level 0	Level 1	Level 2	Level 3	Level 4	Level 5
Listening (Tick one)	☐	☐	☐	☐	☐	☒
Reading (Tick one)	☐	☐	☐	☐	☐	☒
Speaking (Tick one)	☐	☐	☐	☐	☐	☒
Writing (Tick one)	☐	☐	☐	☐	☐	☒

Flexibility

Your attention is drawn to the fact that in some cases particular duties and responsibilities are difficult to define and may vary from time to time without changing the general character of the duties and level of responsibilities entailed. In addition, it is a requirement of all employees that they accept elements of flexibility in duties and responsibilities and when necessary, interchange within the organisation which will meet the changing needs and demands of the service. Such a requirement will enable the particular expertise of the post-holder to be developed and maximised to the mutual benefit of both employer and employee.

Date of preparation of this job description document: July 2024

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Part B

Part A and Part B need to be completed fully for job evaluation assessment

Further knowledge, skills and competencies required for job evaluation assessment (can also be assessed during interview):

1. Familiar with ICT Technologies and disciplines.
2. Experience of the Workings of a medium to large organisation.
3. Awareness of the inherent need for sensitivity and discretion when dealing with confidential information.

Financial resources

Level:

Indicative value:

Physical resources

Description	Value
Land and buildings – Number/area	£
Plant/Vehicles/Equipment – Number	£
Information systems – Number/volume	£

Delegation

N/A

Demands within the job

Element	Demands
Physical demands:	Office based post and involves sitting at a computer, the post necessitates working across the Council's Campus in Llangefni and other Council sites where walking or driving is required. Postholder would occasionally be required to lift equipment, working in awkward positions when removing, repairing equipment in networks cabinets. The postholder will occasionally be required to work at height using Mobile Ladders at 2m+ for some sites, access to some equipment will occasionally require climbing fixed ladders.

Element	Demands
	Requires a high level of IT usage which is over 3 hrs per day. Moderate noise, the postholder may be required to occasionally work in datacentres which is an environment with humming noise (c. 84dB) - and forced Air cooling with Hot / Cold Aisles may spend some time within the datacentre when assisting with incidents.
Mental demands:	The implementation and support of network solutions is a challenging and continuous change programme, and the ICT aspects are likely to involve change that will encounter resistance. This when combined with limited resources and deadlines, can frequently create a highly charged and stressful environment. The post requires management of competing demands and high level of sensitivity and professionalism to develop effective working relationships. The post will also require resilience and problem-solving skills. The post holder must have good ICT, communication and interpersonal skills to work with people. The post involves direct contact (either in person or by telephone) with other employees of the local authority, other stakeholders. The post holder must be able to take responsibility for own area of work.
Emotional demands:	The implementation and support of network solutions is a challenging and continuous change programme, and the ICT aspects are likely to involve change that will encounter resistance. This when combined with limited resources and deadlines, can frequently create a highly charged and stressful environment. The post requires management of competing demands and high level of sensitivity and professionalism to develop effective working relationships. The post will also require resilience and problem-solving skills. The post holder must have good ICT, communication and interpersonal skills to work with people. The post involves direct contact (either in person or by telephone) with other employees of the local authority, other stakeholders. The post holder must be able to take responsibility for own area of work.

Normal work location

- ☐ Normally office based
- ☒ Office based but with some site/home/meeting visits
- ☐ Role involves substantial travelling with occasional visits to identified work base

Business travel

- ☐ No business travel
- ☒ Some business travel. Postholder may be called upon to provide own vehicle
- ☐ Some business travel. Council vehicle may be provided to postholder
- ☐ Postholder employed as driver/required to operate specialist machinery

Exposure to disagreeable working conditions

Environmental:

- ☐ Minimal/Normal office environment
- ☒ Some
- ☐ Significant

Aggressive/Difficult clients:

- ☒ Minimal
- ☐ Some
- ☐ Significant

Other conditions

DBS check required:

- ☐ Enhanced
- ☐ Standard
- ☒ Not applicable

Work flexibilities/Restrictions

Politically restricted post:

- ☐ Yes
- ☒ No

Home/Mobile phone provided:

- ☒ Yes

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- ☐ No

Protective clothing provided:

- ☒ Yes
- ☐ No

Language skills – Workplace assessment levels

(i) Listening

Level	Definition
0	No skills
1	Able to understand basic enquiries in Welsh /English
2	Able to understand a basic social conversation in Welsh / English
3	Able to follow routine conversations involving work between fluent Welsh / English speakers
4	Able to follow the majority of conversations involving work including group discussions
5	Able to understand all conversations involving work

(ii) Reading

Level	Definition
0	No skills
1	Able to read basic words and phrases, e.g. signs or short and simple notes
2	Able to read basic material involving work (slowly)
3	Able to read routine material with a dictionary
4	Able to read the majority of material in own area
5	Able to understand all material involving work

(iii) Speaking

Level	Definition
0	No skills
1	Able to conduct a general conversation [greetings, names, saying, placenames]
2	Able to answer simple enquiries involving work
3	Able to converse with someone else, with some hesitancy, regarding routine work issues
4	Able to speak the language in the majority of situations using some Welsh / English words
5	Fluent – able to conduct a conversation and answer questions, for an extended period of time where necessary

(iv) Writing

Level	Definition
0	No skills
1	Able to write basic messages
2	Able to answer simple correspondence with assistance
3	Able to draft routine text, with editing assistance
4	Able to prepare the majority of written material related to the area, with some assistance in terms of revision
5	Skilled – able to compete written work without the need for revision

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