# JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Network Administrator</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>IT Services</td>
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<tr>
<td>Grade:</td>
<td>RHUL 7</td>
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<tr>
<td>Accountable to:</td>
<td>Network and Telecommunications Manager</td>
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## Purpose of the Post

Primarily, the role will be to provide technical support for the data and voice network systems and services at the College.

1. The installation, maintenance and development of the Royal Holloway campus voice and data network covering both wired and wireless infrastructure.

2. The development and implementation and support of new services related to data and voice technology, including areas of security.

3. To participate in IT Department Projects as a subject matter expert.

4. Along with other Data and Voice Comms staff, ensure the availability, security and stability of services through monitoring, maintenance, and automation, and change management, participation in incident management in line with process and industry best practice.

5. To contribute to standard and procedure documentation including relevant technical documentation in line with process and industry best practice. Contribute and comply with College departmental processes.

6. To work with other IT staff providing support for core infrastructure applications and services.

## Key Tasks

1. Delivering the business required level of network uptime through the use of network monitoring, bandwidth management and other tools.

2. Ensuring the Royal Holloway security policy is maintained across the entire range of IT network services.

3. The day to day configuration and management of devices such as switches, routers, firewalls, wireless access points and telephones, including installation as part of projects.
4. Operation and management of network services including, but not limited to DNS, DHCP, Firewall, VPN, Call Centre, VOIP, Packet Shaping, WiFi, Network Access Control, Monitoring and Logging.

5. Management of patch bays and cabinets.

6. Work as a 3rd line support network administrator along with support staff in the IT department.

7. To provide technical expertise and advice to College projects.

8. To document and publicise network information and services as appropriate.

9. To investigate current technologies across the Higher Education sector and wider market to ensure best-practice is implemented on the Royal Holloway network.

**Key Performance Indicators:**
- Systems Uptime.
- Proactive risk management.
- Project delivery within budget and timescales.
- Line manager’s satisfaction and feedback from other members of the RHUL IT team, customers and strategic partners on:
  - Communication.
  - Quality of work.
  - Speed and effectiveness.
  - Quality of collaboration and relationships.
  - Prioritisation
  - Customer focus

**Policy & Process:**
- Ensure best practice is followed throughout.
- Ensure all applicable RHUL policies, procedures and working practices are adhered to.

**Management and Interpersonal Skills:**
- Ability to develop a service culture.
- Ability to manage expectations and meet aggressive deadlines.
- Ability to plan forward and to analyse possible outcomes.
- Energy and enthusiasm, “Can do” attitude – good team work.
- Drive to succeed and deliver.
- Verbal & written communication skills across broad business spectrum.
- Strong problem management and problem solving skills.
- Good interpersonal and consultative skills.
- Good time and resource management skills.

**Key Personal Attributes**
- Corporate responsibility and values.
- Focuses on customer and quality delivery.
- ‘Can do’ attitude.
• Engages collective effort across the organisation.
• Enabling individual commitment and ownership.
• Strong technical skills across a range of technologies.

Working Hours
• Monday – Friday 9:00 to 17:00, flexible working arrangements as agreed with line manager
• Bank holidays or weekends: Subject to a mutual agreement between the jobholder and their line manager

Other Duties
The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.