



Job Description

Job Title:	Junior Network Administrator
Faculty/Directorate/Department:	IT Services
Job type:	Professional Services – Full Time / Fixed Term
Grade:	RHUL 6
Accountable to:	Network and Telephony Manager
Accountable for:	N/A
Purpose of the Post	
<p>The Academic Administration at Royal Holloway is organised into three School Administration faculties which are all part of the Academic Services directorate; a single professional service which supports the student journey. Administration teams have been designed to provide a consistent and effective service to both students and staff. This post is based within IT Services.</p> <p>The Junior Network Administrator role will be responsible for assisting with the operational management and maintenance of all network services and support services. The role holder will be expected to work closely with colleagues within IT Services as well as those across other academic and professional services areas. They will be able to use their initiative and to take responsibility for solving problems and improving service delivery.</p> <p>The role will be to provide technical support for the data and voice network systems and services at the University.</p>	
Key Tasks	
<ol style="list-style-type: none"> 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 University departmental processes. 6. To work with other IT staff providing support for core infrastructure applications and services. <p>Main Tasks:</p>	

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, , WiFi, Network Access Control, Monitoring and Logging.
5. Management of patch bays and cabinets.
6. Work as a 2nd line support network administrator along with support staff in the IT department.
7. To provide technical expertise and advice to University 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.

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University. The post holder will be expected to undertake other duties as appropriate and as requested by their manager.

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

Our Values

Advancing equity and inclusion is central to our identity as a University of Social Purpose, guided by our values of being Respectful, Innovative, Open, and Daring. We strive to build a fair and inclusive environment for all colleagues and students, where we challenge ourselves and others with integrity, and approach difference with understanding and kindness. Every member of our community is expected to treat others with dignity, work collaboratively across a wide range of backgrounds and perspectives, and contribute to a place where everyone can participate fully and feel valued.

Person Specification

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job Title: Junior Network Administrator

Department: IT Services

Criteria	Essential	Desirable
Knowledge, Education, Qualifications and Training		
Excellent standard of education to degree level or equivalent administrative experience.	X	
In depth knowledge and understanding of the HE sector and student life cycle		X
Knowledge and experience of JUNOS, and HPE Aruba		X
Skills and Abilities		
Policy & Process: Ensure best practice is followed throughout		X
Ability to develop a service culture	X	
Ability to manage expectations and meet tight deadlines		X
Ability to plan forward and to analyse possible outcomes and second order effects	X	
Good interpersonal and consultative skills	X	
Good time and resource management skills	X	
Strong problem management and problem-solving skills	X	
Other Requirements		
Self-awareness and a commitment to self-improvement and personal development	X	
A proven interest in building a career in academic administration		X
Ability to work occasional weekends or late evenings and travel to events and other external activities as required	X	