TRINITY LABAN CONSERVATOIRE OF MUSIC & DANCE

Senior Network Engineer

FULL-TIME, PERMANENT

JOB DETAILS - CONTENTS

Senior Network Engineer
Contract: Full-time, permanent
Salary: Competitive

Trinity Laban Conservatoire of Music and Dance is a forward thinking, contemporary and world-class Higher Education Institution with a vision to redefine the conservatoire for the 21st century. At the leading edge of music and dance training, it provides specialist education of the highest quality, which reflects the increasingly collaborative world of artistic practice and supports the lifelong career development of students and professional performing artists.

Reporting to the Head of IT, you will be fundamental in delivering the digital strategy for the institution. You will have the experience and skills to manage our multi-site networks, our new switch estate, and to deliver our new next generation firewalls.

You will help us deliver the technical foundations that support our digital future by ensuring that our networks are secure, performant and delivering the requirements for the institution. You will have an opportunity to deliver innovative network developments and help set the direction for our digital experience.

This is a senior, highly responsible hybrid role and you will support the IT team by offering insight and guidance when delivering support services, new projects, and capabilities.

This post offers an exciting opportunity to join Trinity Laban during a period of growth and innovation. You will play a crucial role in in the delivery of new digital technology, ensuring that our IT systems are both stable and secure, supporting our strategic plan for the next 10 years.

In this diverse and interesting role, you will have extensive experience in networking; Cisco switches (9300), Aruba Wireless APs, Palo Alto 3220, Juniper Firewalls,Palo Alto Panorama, PANOS 10.x and above, BGP, OSPF, QOS, NAT, and general IP routing (including VRF).

You will need an understanding of network security, site to site VPNs and remote connectivity, in addition to experience of the Active Directory environment and tools, together with experience of Office 365 and MS Exchange.

As an equal opportunity employer, we positively encourage applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

Please note all applications submitted will be shortlisted anonymously by our recruiting panel, so please ensure that your name and personal details are not included within your written answer, otherwise we will not be able to consider your application.

If you think this might be just the job for you, please register an account with our eRecruitment system (or login if you have an account) and complete an online application form using the following link https://jobs.trinitylaban.ac.uk/

Closing Date: **23:59 hours BST, Thursday 16 February 2023 (No Agencies)**
Interview Date: **To be confirmed**

For any queries about this position that are not covered in the job pack, please email Katerina Filosofopoulou, our People Services and Resourcing Officer on staffrecruitment@trinitylaban.ac.uk.

All of our taught programmes are validated by Trinity Laban Conservatoire of Music and Dance. Research degrees are validated by City, University of London.

Trinity Laban Conservatoire of Music and Dance is a company limited by guarantee registered in England and Wales Company No. 51090. Registered Charity No. 309998.

JOB DESCRIPTION

Post: Senior Network Engineer

Department: IT Department

Reporting to: Head of IT

Contract: Full-Time, Permanent

PURPOSE OF ROLE

- To review, develop and optimise Trinity Laban's IT network capability and related services
- To support the Head of IT in managing the IT department, and deputise in his/her absence
- To work closely with the Senior IT Support Engineer, ensuring that essential systems knowledge is shared between the two roles, and ensuring that system changes are planned and executed safely and with minimum disruption to users
- To contribute to IT and Digital strategy development and delivery
- To manage and maintain the security of IT systems, with particular reference to the IT network
- To observe and uphold the policies and working practices of the IT Department and work in close co-operation with all members of the Trinity Laban IT team

MAIN DUTIES

1. **To manage, review and develop TL's IT network and related services**
   - Ensure and maintain network uptime, monitor network performance, identify and resolve issues. Design and deliver enhancements to the network, keeping it secure and scalable at all times.
   - Manage, maintain and develop email systems. Ensure resilience and failover capabilities where possible and enable facilities for remote access to services. Monitor trends and take the appropriate action where necessary.
   - Maintain the telephony system (VoIP) and any associated systems. Identify and resolve issues.
   - Implement, manage and troubleshoot remote access to IT and communication services. Ensure remote access services adhere to security guidelines.
   - Implement, manage and troubleshoot Network Services (TCP/IP, IP Addressing, DNS, DHCP, NAC, VLANs, VPN, Routing Protocols, load balancing and clustering, ADFS, RADIUS, Powershell and other scripting languages)
   - Manage the wired and wireless network infrastructure, including switches, cabling, wireless access points, controllers, routers and firewalls.
   - Manage, maintain and monitor the TL public facing IP address ranges and DNS, and ensure the resilience of these services.
   - Identify and procure necessary network hardware and system replacements, consulting with the Head of IT when expenditure is anticipated to be over £500.

2. **To support the Head of IT in managing the IT department, and deputise in his/her absence**
   - Identify and delegate suitable tasks to other members of the team;
   - Coach other team members in new and unfamiliar technical tasks;
   - Contribute to decisions regarding staff development, staff deployment, and working

3

practices;
- Maintain an understanding of the role the IT department takes within the institution, and how the department can best serve the institution;
- In the Head of IT's absence, attend necessary committee meetings and hold regular team meetings. Take appropriate action to resolve issues as they arise and, if necessary, escalate to the next management level;

3. **To contribute to IT and Digital strategy development and delivery**
- Identify new opportunities and IT developments which would be of benefit to the institution.
- Identify enhancements or modifications to existing IT services which would be of benefit to the institution;
- Offer a view on timescales and implementation strategies;
- Build test systems to trial new technologies;
- Lead and/or participate in the introduction of new systems and technologies;

4. **To manage and maintain the security of IT systems, with particular reference to the IT network**
- Maintain a keen awareness of current and emerging IT security threats;
- Ensure appropriate measures are in place to mitigate or eliminate security threats;
- Write and maintain the IT security policy, and other associated policies;
- Set and apply IT security standards;
- Investigate breaches of IT security and take appropriate remedial action, reporting to the Head of IT as appropriate;
- Report serious security breaches or abuses of IT services to the Head of IT
- Ensure the institution meets and follows any required security standards within the IT infrastructure. To include but not limited to ISO standards, PCI DSS and general data protection.

5. **To observe and uphold the policies and working practices of the IT Department and work in close co-operation with all members of the Trinity Laban**
- Maintain an up-to-date knowledge of Trinity Laban IT policies and working practices;
- Attend relevant IT progress and planning meetings;
- Undertake specific tasks as directed by the Head of IT.

THE POST HOLDER MUST:

- At all times, be committed to Trinity Laban's Equality and Diversity Policy.
- Adhere to all policies and procedures relating to Health and Safety in the workplace.
- Promote the profile and image of the Department and the Conservatoire wherever possible.

CONSERVATOIRE VALUES:

- All staff are expected to operate in line with Trinity Laban's Terms and Conditions for staff, which set out the principles of how we work together. More information about the Conservatoire's vision, mission and values is available at:
  https://www.trinitylaban.ac.uk/about-us/governance/our-vision

  Trinity Laban has a no smoking policy on its premises.

The above list is not exclusive or exhaustive and the post holder will be required to undertake such duties as may reasonably be expected within the scope and grading of the post. All members of staff are required to be professional, co-operative and flexible in line with the needs of the Conservatoire.

SENIOR NETWORK ENGINEER - PERSON SPECIFICATION

Criteria	Specification	Essential /Desirable	Measured By
Education/ Qualifications	CCNA or equivalent	Essential	Application
Experience	Experience of managing a complex, multi-site network	Essential	Interview
	Experience of working with modern Cisco network switches	Desirable	Interview
	Experience of the Microsoft Windows server and Microsoft server products portfolio	Essential	Interview
	Experience of working in the Higher Education sector	Desirable	Application
	Experience of Next Generation Firewalls (Preferably Palo Alto)	Essential	Interview and Test
Knowledge or Understanding	In-depth knowledge and experience of the Active Directory environment and tools	Essential	Interview
	Knowledge and experience of Office 365 and MS Exchange	Essential	Interview
	An understanding of network security, site to site VPNs and remote connectivity	Essential	Interview
	Knowledge and experience of a broad range of network services/protocols, to include TCP/IP, IP Addressing, DNS, DHCP, NAT, VLANs, Routing Protocols, load balancing and clustering, Powershell and other scripting languages	Essential	Interview and Test
	Experience of Enterprise wireless networking (802.11 suite) and infrastructure support	Essential	Interview and Test
	Some exposure to identity management or RADIUS (ADFS, IAS, NPS, freeRADIUS, Shibboleth)	Desirable	Application
Skills and Abilities	Excellent IT troubleshooting skills	Essential	Interview
	Ability to apply technical knowledge to a practical problem	Essential	Interview
	Excellent customer service skills	Essential	Interview
	Ability to plan and prioritise a varied workload and meet deadlines, working on a number of different and separate tasks simultaneously	Essential	Interview
	Ability to work under pressure	Essential	Interview
	Able to delegate and coach colleagues	Essential	Interview
	Ability to work both independently and collaboratively	Essential	Interview
Personal Qualities	A proactive and flexible approach to work	Essential	Interview
	A commitment to the principles of equal opportunities and diversity and the application of these throughout all activities	Essential	Interview
	A problem solver, eager to learn and tackle the unfamiliar	Essential	Interview

Special Working Requirements	A commitment to the principles of equal opportunities and diversity and the application of these throughout all activities	Essential	Interview

Please note, that it will not be possible for the Conservatoire to issue a Certificate of Sponsorship for successful candidates as we are awaiting further information from UK Visas and Immigration. Applicants will therefore need to be eligible to work in the UK or have limited leave to remain in the UK and associated right to work for the duration of their employment with the Conservatoire, in accordance with the Immigration, Asylum and Nationality Act 2006.

CONDITIONS OF SERVICE – SUMMARY AND STAFF BENEFITS

Contract: Full-time, permanent contract subject to six-month probationary period.

Hours: 35 hours per week, usually from 9.00 am to 5.00 pm Monday to Friday, (with a daily lunch break of one hour). Some evening and weekend working will be required for certain network maintenance tasks and in the event of an IT emergency, for which time off in lieu or overtime will be given.

Salary: Competitive based on current market rates, salaries are paid on the last working day of each month direct into bank or building society accounts.

Location: You will be based at either the Faculty of Music (King Charles Court, Old Royal College) or the Faculty of Dance (Laban building, Creekside), and will be required to work at any of the Conservatoire sites as the need arises.
Participation in the Trinity Laban Hybrid working scheme, as applicable to the role and organisational demands

Annual Leave: 25 days p.a. rising to 30 days p.a. after 5 years' service in addition to Statutory, Bank and Public Holidays.

Sick Pay: Trinity Laban operates the Statutory Sick Pay Scheme, and staff may be eligible for benefits in excess of this under Trinity Laban's own sick pay scheme.

Pension Scheme: The successful candidate will be auto-enrolled into the Universities Superannuation Scheme, if they meet the qualifying criteria. Employees contribute at the rate of 9.6% of their pensionable salary (from 1 October 2019). The Conservatoire pays the Employer's contribution currently at the rate of 21.1% of pensionable salary

Staff Development: A range of Staff Development opportunities are available.

Library: The Laban Library & Archive (Faculty of Dance) and the Jerwood Library of the Performing Arts (Faculty of Music) are available for use.

Car Parking: A limited number of parking spaces are available at the Laban Building, subject to availability.

Cafeteria: Our Cafeterias at both sites serve a range of hot and cold drinks and snacks.

Events: There is a wide range of music and dance performances each week, many of which are free to members of staff.

Classes: Reduced rates access to Adult Classes.

Eye Care: Vouchers for eye tests are available for VDU users.

Health: Reduced rates for Health services and access to the Cash 4 Health plan. Details are available from the Health Department.

Cycle to Work: A cycle to work scheme is operated.

Give as you earn: A give as you earn scheme is operated.

INFORMATION ON TRINITY LABAN CONSERVATOIRE OF MUSIC AND DANCE

Trinity Laban Conservatoire of Music and Dance is the UK's only conservatoire of music and contemporary dance. The unequalled expertise and experience of its staff, and its world class facilities housed in landmark buildings, put Trinity Laban at the forefront of vocational training in music, musical theatre, and dance.

Our history goes back to 1872 with the founding of Trinity College of Music in London. Trinity College of Music merged with Laban (founded in 1946) in 2005 to create Trinity Laban, now home to a creative and cosmopolitan community of students, teachers and researchers from around the globe.

We have a reputation for innovation and forward-thinking, and are focused on training students for life-long careers in our art forms. Each year we welcome over 1,000 students from over 60 countries to follow undergraduate, postgraduate and research programmes. Thousands more people enjoy music, dance and health activities as part of our lively performance and outreach programmes.

Our unrivalled roster of teaching staff includes respected academics, performers, composers and choreographers. Many of them are active researchers who push at the boundaries of their art forms, and extend our understanding of artistic and educational practice. We also welcome leading visiting artists, ensembles and companies from around the world, so our students benefit from working directly with today's top performers.

We work together in a number of outstanding locations, including the 17th-century Old Royal Naval College at Greenwich (a World Heritage Site), the Stirling Prize-winning Laban Building in Deptford, and the magnificent Grade II listed Blackheath Halls. Our world-class facilities include state-of-the-art practice rooms and dance studios, flexible performance spaces and internationally famous libraries. Students also have access to the cultural wealth of London, and regularly perform at its leading venues.

To find out more, visit trinitylaban.ac.uk