

SINGLE CORPORATE SERVICES

Digital

Job title:	Network Engineer	To be completed by HR <i>Job Reference Number 2023/110</i>
Reporting to:	Enterprise Network Architect	
Accountable to:	Technical Delivery Manager	
Pay Band:	5	

As part of the Single Corporate Service, this role provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

The intention for the existing primary work locations to remain unchanged as there is no desire to change base locations unnecessarily. However, as the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel from time to time. The staff mobility local agreement will apply.

For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

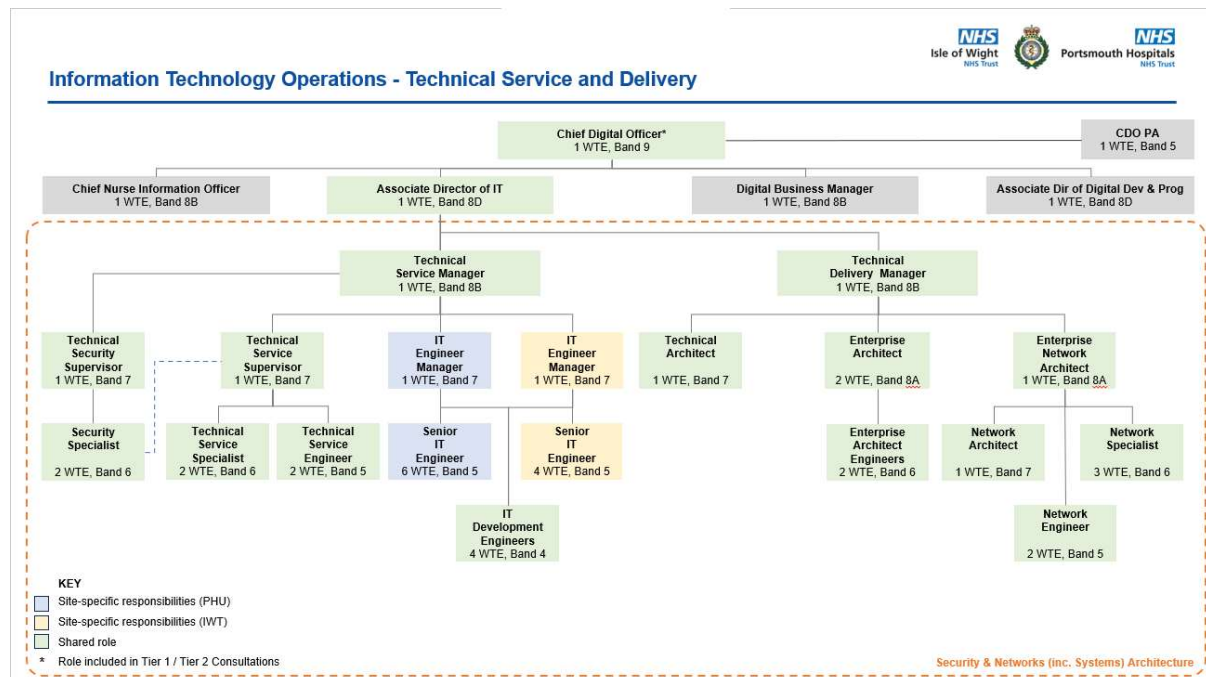
Job purpose

The purpose of the Network Engineer in the IWT-PHU Group hospital setting is to ensure the stability, security, and efficiency of the hospital's network infrastructure, which is crucial for supporting healthcare services and administrative operations. This role involves implementing, and managing robust network components that facilitate seamless communication and data & telephony exchange across various departments.

Job summary

- To provide project support for the IWT-PHU Group hospitals network infrastructure, configuring and installing switches, UPS's and related hardware in-line with IT standards.
- Provide an operational support, maintaining the integrity and availability network & telephony hardware, responding to switch failures and assisting with port patching.
- To maintain a secure environment and provide professional assistance in the development of the infrastructure.

Organisational Chart



Specific Core Functions

- Project and Equipment Installations within the Group hospital model.
- Work in a team to help design and complete full switch cabinet upgrades, including:
 - Assisting in the design and producing kit lists for procurement
 - Identifying gaps in standards and working with teams across the Trust to remediate issues
 - Liaise with customers to arrange mutually convenient installation of equipment in line with current change control management procedures, some out of hours work may be required
 - Test and Build Switches, UPSs and ATS hardware, in-line with Trust standards and in preparation for deployment
 - Complete on-site planning and build/install cable looms
 - Complete ward walkarounds, working with clinical teams to identify high risk equipment and support migration with clinical requirements
 - Complete switch migration, adhering to cabinet and cabling standards
 - Decommission hardware following the Trusts disposal policy
 - Update and maintain the Trusts asset register for related hardware
 - Update and manage deployment of monitoring and alerting configuration
 - Assist in the development of kit lists for procurement and checking delivered hardware, software and licences match the original order.
 - Assist with the deployment and technical support of the Trusts Access Points, working with third party suppliers, some occasional ladder use may be required. Complete WiFi surveys using the departments test equipment.
 - Provide hands deployment of configuration changes to VTP, QOS, VLANs and other technical requirements across the Trust.
- Provide support to the Operational Teams diagnosing and remediating technical problems with network hardware and supporting patching across the Trust

Key Responsibilities

Communication and Working Relationships

- The postholder is expected to present and communicate highly complex multi-stranded and sometimes contentious information of various natures e.g. Digital technical information to peer groups and outside agencies, or internal planning and policy information affecting staff and services.

Analytical and Judgement

- The Trust has one of the largest and most complex computer networks.
- The scale and diversity of the clinical and business systems across the primary and secondary care network means that performance issues or system failure present the postholder with highly complex analytical problems to solve in stressful and pressurised situations.
- Decisions taken and advice given can affect the operation of the organisation.

Planning and organising

- The postholder helps to deliver a range of complex activities over several projects that will run simultaneously on both local and national level and across all areas of healthcare, both clinical and non-clinical. These activities will need to be continually monitored in order to ensure correct prioritisation of limited resources to maintain project timetables.

Physical Skills

- Have advanced keyboard and computer skills in particular the use of function and other special keys and key combinations to control and program a range of computer equipment and network devices.

Patient Client Care

- The postholder will come into contact with patients and carers in a wide variety of situations (including mental health) during the course of their duties.
- An understanding of basic care provision is required in order to provide support and to determine workload priorities.

Policy and Service Development

- The postholder implements Digital policies and procedures for their own professional area.
- They monitor and enforce policies that affect the security and integrity of the Trust's computer systems and network and ensure that legislation is not breached.

Financial Management

- The Digital services are responsible for an extensive computer network covering both corporate and clinical areas and valued at several million pounds.
- The postholder is expected to specify and select equipment on behalf of other departments in order to develop and maintain the network and corporate computer systems.
- Regular jobs will include the maintenance refurbishment and upgrade of capital assets across all healthcare organisations.

Management/Leadership

- Delivers training in own specialty to other staff and organisations.

Information Resources

- The postholder's primary responsibility is to help provide Digital support to the entire organisation.
- This responsibility includes such activities as diagnosing and repairing computer hardware faults, installing configuring and upgrading computer hardware, installing and configuring computer software, answering telephone queries from end-users and undertaking support visits to user locations across the Island.
- The postholder is responsible for ensuring the security and integrity of information and secure access to the systems.

Research and development

- Postholder's role requires that they review and adapt Digital systems including applications and hardware in response to frequent updates and developments in products and systems.
- The role requires research into how technology can be used to support and enhance business processes.

Freedom to Act

- The postholder is expected to work under their own initiative, but within National guidelines, local policies and standard operating procedures. The postholder will be expected to refer to more senior staff for guidance as required.

Physical effort

- There is a frequent requirement for light physical effort for several short periods during a shift.

Mental effort

- There is a frequent requirement for concentration where the work pattern is predictable with few competing demands for attention, or there is an occasional requirement for concentration where the work pattern is unpredictable.

Emotional Effort

- Occasional exposure to distressing or emotional circumstances, or frequent indirect exposure to distressing or emotional circumstances, or occasional indirect exposure to highly distressing or highly emotional circumstances.

Working conditions

- Requirement to use Visual Display Unit equipment more or less continuously on most days.

Person Specification

Criteria	Essential	Desirable	<i>How criteria will be assessed</i>
Qualifications	<ul style="list-style-type: none"> • HNC or relevant experience in a complex enterprise IT environment. • Experience providing IT technical support for networked environments. • Experience in supporting Cisco Catalyst technologies. • Experience in working with single-mode and multi-mode fibre, CAT5, CAT5e and CAT6. • Evidence of continuing professional development. 	<ul style="list-style-type: none"> • Cisco Certified Network Professional (CCNP). • Experience in supporting CheckPoint and Cisco ASA firewalls. • Experience of Microsoft based domains, operating systems and office software. • Experience of Cisco, HPe and HPe Aruba Switching Technologies. 	
Experience	<ul style="list-style-type: none"> • Excellent interpersonal and explanatory skills in dealing with a wide range of information technology users from skilled to ICT-illiterate. • Excellent verbal/written communication skills. • Excellent planning and time-management skills. • Able to set clear and appropriate priorities for self. • Good technical awareness to understand and resolve technical problems, communicating effectively with technical experts. • Experience in switch/routing technologies, fault and resolution diagnostics. • Expert in Ethernet technologies at the physical layer. • Strong grasp of TCP/IP, routing and switching. • Hands on configuration skills with network devices. 	<ul style="list-style-type: none"> • Experience with Solarwinds Orion SNMP Monitoring. • Strong grasp of routing protocols including OSPF. • Knowledge of Netscaler and Checkpoint hardware and software. • Experience of VMware and Citrix virtualized networking. • In depth knowledge of virtualized Windows environments. • Excellent understanding of Cisco Nexus technology. • Storage technologies and Storage Area Networks • Working with Virtualisation Server & desktop technologies, preferably VMWare & Citrix. • Knowledge of issues in acute, community and mental health sectors. 	

	<ul style="list-style-type: none"> • Cisco core products including routing, switching, hardware, support, fibre. • Experience working with PoE 	<ul style="list-style-type: none"> • Knowledge in Microsoft Visio and creating networking diagrams • Good knowledge of ICT security/governance issues. • Practical understanding of NHS Environments and Organisational Boundaries. 	
Knowledge	<ul style="list-style-type: none"> • Knowledge and experience of supporting PC hardware and peripherals • Technical knowledge of network protocols including TCP/IP 		

Compliance statement to expected organisational standards.

To comply with all Trust Policies and Procedure, with particular regard to

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

Understand duty to adhere to policies and protocols applicable to infection prevention and control.

- Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.

- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.
- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004 , Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults policies and procedures
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,
- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- Proactively, meaningfully and consistently demonstrate the Trust Values in your every day practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.
- Contribute to the IT Departments on-call rota and if required, maintain required skills, experience and resource levels allowing for hospital digital 24/7 services.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.