

Position / Job Title:	Senior Communications Engineer
Ref:	138
Location/Building:	University Wide (Lansdowne Campus/Talbot Campus)
Faculty/Professional Service	IT Services
Group/Section:	Technology
Normal Hours per Week:	1.0 FTE
	(Some flexibility will be required in order to ensure that key time scales and deadlines are met)
Grade	6
Accountable to:	Network Specialist
Special Conditions:	You may be required to be on-call on a pre-arranged rota basis, but no more frequently than one week in four.

Job Purpose

The Technology Group consists of all the technical design, development, and engineering IT teams. These include Applications, Infrastructure, Networking, and End User Computing. The Technology Group are responsible for the development and delivery of the programme of IT investments within the University, as well as their ongoing operations.

The group is led by the Head of Technology, with a team of senior, multi-discipline managers, developing a clear vision for innovation and ongoing improvement of Bournemouth University's Information Technology to provide reliable, robust, and secure solutions to the university.

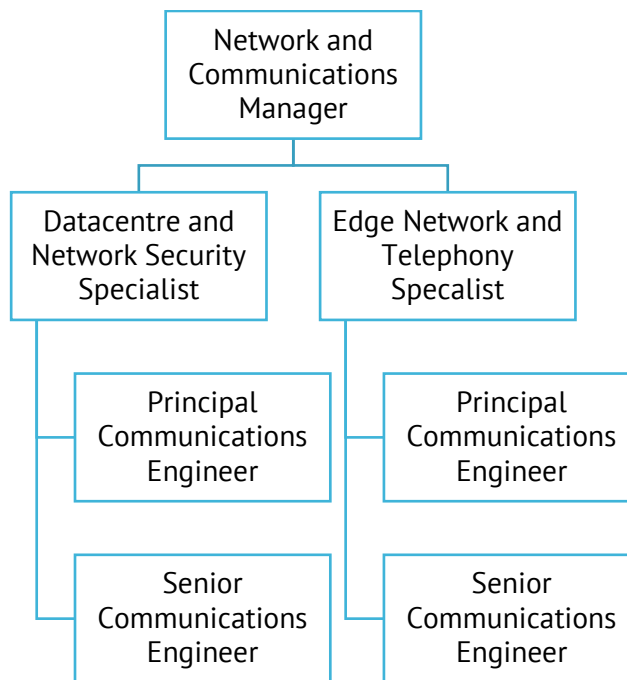
The Network and Communications team (consisting of Datacentre Network and Security, and Edge Network and Telephony teams) underpins all the IT services delivered to BU and therefore this role plays a critical part in ensuring the delivery of a highly available, robust, and secure service across BU.

As part of the Network Team the role is responsible for undertaking the maintenance of the BU physical network, telephony systems and enterprise wireless infrastructure to required levels of availability; ensuring that any potential issues that could significantly impact on service are acted upon proactively. The Senior Communications Engineer is the 3rd line support for physical network, telephony, and enterprise wireless systems to resolve service issues. Through their subject matter expertise, the postholder will support the development of effective service improvement plans for the production portfolio and to contribute to the design and development of the BU Production Infrastructure.

Main Responsibilities

1. Be responsible for the day-to-day management and configuration of physical network, telephony, and wireless systems across the production and development portfolio.
2. Identify and propose preventative measures and services to improve service delivery within LAN (wired and wireless), WAN, Telephony systems.
3. Be responsible for the successful implementation of new and enhanced network, telephony, and wireless services.
4. Work with other teams and individuals to assist with any service improvement plans.
5. Configure and install network, telephony and wireless devices and related products.
6. Document procedures and scripts for all aspects of day-to-day operations.
7. Pro-actively utilise network, telephony and wireless tools to investigate, diagnose and resolve problems, within service level agreement tolerances.
8. Manage and maintain a high availability BU physical network, telephony, and enterprise wireless infrastructure.
9. Continuously update and develop specialist knowledge of physical network, telephony and enterprise wireless technologies.
10. Interpret installation standards to meet project needs and produce server, device, and infrastructure components as required.
11. Evaluate potential solutions, demonstrating, installing, and commissioning selected products.
12. Construct, extend or maintain, test, correct, and document components within the technologies to achieve well engineered solutions.
13. Liaise with IT Services colleagues, faculties, professional services, suppliers, and agencies to implement successful live environments (as well as upgrades) using structured deployment techniques, tailored to BU requirements.
14. Ensure that maintenance and service developments are compliant with BU internal processes, governance, and legislative requirements.
15. Maintain a personal development programme, measuring your performance against Key Performance Indicators, as agreed with line manager, and in line with team objectives
16. Familiarise yourself with, understand and follow the Principles, Policies, Processes, and Procedures of IT Services and the university. Be empowered to highlight non-compliance when identified.
17. Ensure that information and cyber security review and remediation is embedded within all IT work delivered to ensure that the university is protected against the ever-evolving cyber threat landscape.
18. Make excellent service experience the key component for all services, ensuring that the IT team are viewed as a trusted member of the university community.

Organisation Chart



Dimensions

- Over 100 people in IT Services, including established staff, those on fixed term contracts, and contractors.
- Overall ITS budget of approx. £15m per annum
- 40+ projects running at one time
- Supporting 4000+ staff and 20,000+ students
- 4,500 computers
- Over 500 servers
- 1000+ applications

Contacts

Internal: Colleagues at all levels within the organisation, up to and including members of University Executive Team

External: Students, Customers, Higher Education Colleagues and Suppliers

Challenges

Delivering excellent service with finite resources

Ongoing process and service excellence review

Information Governance Responsibilities

Data User

- Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an [offence to apply for](#) and perform the role, if a person is bared from engaging in regulated activity. Further information is available in BU's [Safeguarding Policy](#) and Suitability Statement on the Recruitment and Employment of Ex-offenders.

Additional Information

When on-call, staff must:-

- be expected to be within one hour travel time of the University
- be fit and available for work at all times.
- be available for contact at all times and mindful of areas where mobile reception is poor

NB:

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

October 2025

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Position No: 138	Date: October 2025
SELECTION CRITERIA	
Knowledge (including experience & qualifications)	Essential / Desirable
Possess a valid or working towards a Cisco Certified Network Associate (CCNA) certification (any discipline) or equivalent industry qualification	Essential
Degree, equivalent qualification, or demonstrable, comparable, capability in a relevant subject area.	Essential
Clear and accurate and an understanding of good customer service	Essential
Relevant experience delivering enterprise-wide IT services in a structured environment	Essential
Relevant substantial experience of at least three of the following technology areas:	Essential
Cisco Network Configuration, Wired and Wireless Fibre Optic and copper cabling infrastructure Cisco Telephony DNS/DHCP Network Management Tools (e.g Cisco Prime, Nagios)	Essential
Good awareness of IT related legislation and guidelines such as the Computer Misuse Act and Data Protection	Essential
Good knowledge of Network & Unified Communications Technology	Essential
Good knowledge of Enterprise Wireless technologies	Essential
Knowledge of PRINCE2 or other formal project management and ITIL Service Management methodology	Essential
Strong understanding of IT physical cabling infrastructure principles	Essential
Relevant experience of working on major IT projects	Desirable
Understanding of IT Service provision in medium to large organisations	Desirable
Skills	
Excellent IT skills, including Microsoft Office suite and Microsoft 365	Essential
Excellent interpersonal skills including motivational negotiating, influencing and relationship building (including at a senior level)	Essential
Identify, analyse and address problems in order to resolve issues whenever possible in a way that minimises the negative impact on the organisation	Essential
Strong analytical skills; ability to evaluate complex issues often with incomplete information	Essential
Demonstrable ability to be part of and inspire multi-skilled teams	Essential
Demonstrate excellent verbal and written communication skills, across all levels	Desirable

Demonstrable ability to handle a range of activities to tight and varied timescales	Essential
Demonstrable ability to engage and collaborate with staff at a business and technical level	Essential
Attributes	
Empathetic	Essential
Collaborative	Essential
Attention to detail	Essential
Customer-centric approach	Essential
Innovative	Essential