**BU** Bournemouth University

# Job Description

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| **Position / Job Title:** | **Principal Communications Engineer** |
| **Ref:** | **139** |
| **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** | **7** |
| **Accountable to:** | **Datacentre and Security 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.
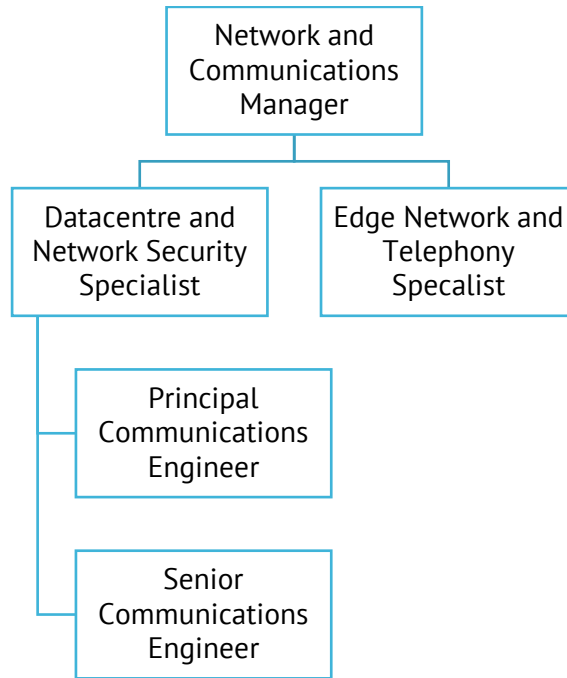
The postholder will be responsible for the analysis, planning, implementation, maintenance, troubleshooting, and enhancement of networking and communications systems. These will be for key strategic projects to support the delivery of high quality, fit for purpose solutions that implement Bournemouth University's Vision, Strategic Plans and maximise all potential. The post holder will primarily provide in-depth troubleshooting, using creative skills for solving complex network and security challenges, develop system installation and configuration documents for reference and perform network routing, cabling, and switching activities.

**Main Responsibilities**

1. Deliver the networking and communications scope of work for all agreed BU projects to time and budget agreed by designing, installing, configuring, testing, and documenting the equipment/network systems according to the specifications agreed.

2. Oversee and participate in network technology upgrades or maintenance/expansion projects, including installation of hardware, software, and integration testing, as well as coordinating these activities with minimal impact to other live systems.

3. Manage and oversee project work of Senior Communications engineers involved in assigned projects.

4. Provide expert technical support to Senior Communications engineer and others, respond to complex work orders and tickets from users, analyse and solve complex reported network problems.

6. Proactively challenge the current environment and recommend changes which support the delivery of the required business benefits as relating to networking and communications, ensuring they are aligned to business and IT strategy.

7. Gain acceptance from stakeholders and technical architects for proposed solutions and prototypes.

8. Coordination and leadership of activities through effective liaison with all stakeholders, in particular suppliers, systems owners, and other technical IT staff

9. Co-ordinate the effective delivery of key service documentation, including the planning and management of own and other's activities where appropriate, to ensure delivery.

11. Ownership of the communication and resolution of any issues escalated by the Senior Communications Engineers in regard to implementation of change to live environments to ensure successful delivery.

12. Lead customer consultancy to gather, shape and define technical requirements during service outages, applying a firm architectural understanding to develop the requirements though analysis into deliverable, appropriate and prompt IT solutions.

13. Ensure solution designs are appropriate to BU and our IT strategy through a strong understanding of BU IT strategy, architectures, capabilities, and domain roadmaps.

14. Ensure that developing requirements are documented, tracked, and approved in line with change management protocols

15. Establish and maintain effective relationships with senior managers, academic colleagues, corporate groups and other stakeholders to understand and document the complex, interdependent, and wide-ranging technical needs of the University as relating to networking and communications.

16. Identify where new and emergent technologies can support and be assimilated into existing architecture.

17. Maintain a personal development programme, measuring your performance against Key Performance Indicators, as agreed with line manager, and in line with team objectives

18. 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.

19. 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.

20. 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**

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                    │   Network and   │
                    │ Communications  │
                    │    Manager      │
                    └────────┬────────┘
              ┌──────────────┴──────────────┐
    ┌─────────────────┐          ┌─────────────────┐
    │ Datacentre and  │          │ Edge Network and│
    │ Network Security│          │    Telephony    │
    │   Specialist    │          │    Specalist    │
    └────────┬────────┘          └─────────────────┘
             │
             │    ┌─────────────────┐
             ├────│    Principal    │
             │    │ Communications  │
             │    │    Engineer     │
             │    └─────────────────┘
             │
             │    ┌─────────────────┐
             └────│     Senior      │
                  │ Communications  │
                  │    Engineer     │
                  └─────────────────┘
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**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
Managing and leading the work of others, where there is no line management responsibility, to achieve service delivery objectives

**Information Governance Responsibilities**

**Data User**

    i.   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 2024**

| Position / Job Title: Principal Communications Engineer | Faculty / Service: IT Services |
|---|---|
| Position No: | Date: October 2024 |

| SELECTION CRITERIA | Essential / Desirable |
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| **Knowledge (including experience & qualifications)** | |
| Possess a valid Cisco Certified Network Associate (CCNA) certification (any discipline) or equivalent industry qualification | Essential |
| Possess a valid or working towards a Cisco Certified Network Professional certification (CCNP) or equivalent industry qualification | Essential |
| Degree, equivalent qualification, or demonstrable, comparable, capability in a relevant subject area. | Essential |
| Substantial experience of technical business analysis and solution design in a structured environment | Essential |
| Experience of successful management and change of complex processes and of developing customer relationships | Essential |
| Substantial experience of Unified Communication networks, technologies, or related services, preferably Cisco | Essential |
| Understanding of IT Service provision in medium to large organisations | Essential |
| Good awareness of IT related legislation and guidelines such as the Computer Misuse Act and Data Protection | Essential |
| An awareness of legislative framework relevant to information systems and security | Essential |
| Knowledge of PRINCE2 or other formal project management and ITIL Service Management methodology | Essential |
| Substantial experience of Wireless networks, installations, and configuration | Essential |
| An understanding of relevant new and emergent technologies | Essential |
| Substantial experience working with Routing technologies | Desirable |
| Substantial experience working with Security technologies and next generation firewalls, preferably Cisco | Desirable |
| An awareness of public procurement legislation and practices | Desirable |
| Experience in related networking and communications technologies preferably Cisco | Desirable |
| Experience in related networking and communications technologies preferably Cisco | Desirable |
| Awareness and understanding of the activities and developments within Higher Education and/or public sector | Desirable |
| **Skills** | |
| Excellent IT skills, including Microsoft Office suite and Microsoft 365 | Essential |

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| Excellent interpersonal skills including motivational negotiating, influencing and relationship building (including at a senior level) using subject matter expertise with diplomacy | 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 | Essential |
| 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 |
| Project/Change Management experience/skills | Essential |
| Operational planning, management and business process skills | Desirable |
| Ability to research alternative solutions and make recommendations | Essential |
| Ability to advise, explain and guide others on areas of expertise | Essential |
| **Attributes** | |
| Empathetic | Essential |
| Collaborative | Essential |
| Attention to detail | Essential |
| Customer-centric approach | Essential |
| Innovative | Essential |