

Senior Network & Voice Engineer

up to £46,602 - incl of up to 10% PRP (x2 posts)

Over the last few years, we've been on a huge transformation, bringing our ICT department back in-house. This is a big change for the business, as we re-establish the confidence in a wholly insourced service. It's given us the opportunity to be ahead of the curve, adopting cutting-edge technology and innovating the structure of our systems. In fact, while other councils have only just started to think about an approach like this, we're already using technology similar to the private sector. It's an exciting opportunity to influence 'what's next', connect our ICT department with the wider organisation, and deliver tangible, positive outcomes for both the council and our local community.

As a Senior Network and Voice Engineer, you'll deliver day-to-day operational services of specific applications, upgrades, and server and network lifecycle management. You'll do this by working with colleagues within the ICT Service to deliver our agreed objectives and priorities, using the pre-determined ICT work programme, and by developing relationships that support our business outcomes. You'll also manage a range of operational services for the functional team, including events management (monitoring), telephony, unified communications, voicemail, and threat management. We'll call on you to supervise a team of service support-focused staff, making sure that all of your customers receive a joined-up and reliable service. You'll also support business change, act as the Council's expert, and maintain awareness of industry developments. By ensuring the consistent delivery of solutions and services, you'll provide quality assurance that meets the organisation's and our stakeholders' needs.

With experience of delivering service support for a relevant specialism, you'll have (or be studying towards) at least one IT technical qualification or certification, or have equivalent experience. This will be an MCP Network and/or Voice certification, or a relevant manufacturer qualification for equipment used, such as CCNA and CCNP. Importantly, you must have good written, verbal and numeracy skills, and can demonstrate experience of managing or supervising a team of Server and Environments Engineers. Due to the nature of the role, it's important you can work out of hours, including weekends, and provide an on-call service.