

Networks and Voice Engineer

Up to £35,286

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 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 Networks and Voice Engineer, it'll be your responsibility to deliver day-to-day operational services. This includes processes such as Event Management (monitoring), telephony, unified communications, voicemail and internet access. You'll also carry out agreed network maintenance, support major network upgrades, and troubleshoot any related issues. While this will take up most of your time, you'll also help with change management, as well as technical advice. This will see you record and respond to incidents and service requests, implementing techniques that make sure resolutions happen in a timely manner. And you'll collaborate with colleagues on projects that provide proactive technical advice, assistance and support.

You'll come with, or be studying towards, an MCSE qualification in either Server Infrastructure or Cloud Platform and Infrastructure. Alternatively, you'll have equivalent experience, or a relevant manufacturer qualification, such as CCNA or CCNE. Importantly, you'll also need a history of delivering service support for a related specialism, such as Aruba Wireless, Juniper Netscreen/Junos, Fortinet Firewalls, Sophos (UTM), or MS TMG. A technical background within Network or Voice services, as well as good spoken, written and numeracy skills are vital. What's more, because we're hoping to provide a 24/7 service (365 days a year) you might be required to work out of hours, including weekends.

To find out more information, and to apply, visit www.ictatenfield.com

Closing date: Wednesday 9th August 2017.