

ROLE PROFILE

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| ROLE TITLE | Cloud Network Engineer |
| DEPARTMENT | IT |
| DIRECTORATE | Orbit Corporate Services |
| RESPONSIBLE TO | IT Network Services Manager |
| RESPONSIBLE FOR | None |

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| ROLE PURPOSE | <i>One or two sentences giving a simple statement of why the role exists</i> |
| <ul style="list-style-type: none"> • To ensure the effective installation, operation and monitoring of the Group’s public cloud and on premise network, fixed/mobile telephony, Skype for Business/Teams, MDM and WIFI services • To ensure the effective operation of the Group’s IT services and to provide technical support to staff and external organisations connecting to or utilising the Group’s infrastructure. • To provide technical support (hands on and remote) to staff and external organisations using the Group’s network, WiFi & telecoms infrastructure • To manage projects or act as technical expert within projects relating to the Group’s network, WiFi & telecoms infrastructure as agreed with the IT Network Service Manager or Project Management Office • To contribute to the continual improvement of the network and infrastructure services provided by IT | |

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| ACCOUNTABILITIES / RESPONSIBILITIES | <i>Statement of the main areas of accountability and responsibility</i> |
| <ul style="list-style-type: none"> • Responsible for providing a proactive, well maintained and efficient 3rd line technical support service; working as necessary with other members of the IT Team and our 3rd parties to resolve problems and queries relating to the core technical network (on premise and public cloud), fixed/mobile telephony, MDM and WIFI infrastructure | |

- To participate in projects utilising the project management standards adopted by the Group and IT
- To work as part of the IT Team to ensure that service needs are met and IT industry standards and best practice are adhered to
- To research new technologies and services and recommend as appropriate the adoption of these to the IT management team
- To ensure that any work undertaken or services/products purchased are within budget and provide value for money
- To proactively identify risks, ensure that they are effectively managed and that appropriate actions are taken to ensure that all IT related activities operate within a suitable internal controls environment
- To work under your own initiative to ensure that key services are available in line with published and internal SLA's
- To work on a rota basis to ensure core hours are fully covered
- Be prepared to work flexibly to allow for the IT needs of the group which may mean occasional evening/weekend work and travel
- To manage suppliers effectively to realise maximum benefit and ensure reliable services are provided to the Group
- To ensure that technical skills are kept up to date in line with the technologies adopted by the Group
- To represent the IT Team at relevant internal or external meetings
- To create and maintain accurate technical documentation

| KNOWLEDGE/SKILLS/EXPERIENCE/PHYSICAL REQUIREMENTS | <i>The tools needed to do the role</i> |
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| Essential | <ul style="list-style-type: none"> • Experience in designing, configuring, managing and maintaining LAN/WAN products and protocols. • Experienced in on premise and cloud based fixed telephony, Skype for Business/Teams and Contact Centre technologies • Experience in Wi-Fi, mobile technologies and Mobile Device Management (MDM) |

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| | <ul style="list-style-type: none"> • Experience in configuring and supporting mobile devices such as iPads and iPhones • Experience in cloud platforms (Hybrid, IaaS, PaaS, SaaS) • Experience in on premise and public cloud (preferably MS Azure) Networking & Security Groups • Experience in designing, configuring and maintaining on premise and public cloud (preferably MS Azure) architecture platforms including MPLS, VPN & ExpressRoute products and protocols • Experience in monitoring on premise and public cloud network resources from a maintenance and cost perspective (preferably Solarwinds) • Experience of Network Load Balancing and Firewall technologies (preferably Netscaler, Checkpoint & Fortinet) • Experience in supporting and configuring VPN • Experience in the use of Powershell commands • Experience in using Mobile Device Management suites (preferably Airwatch/InTune) • Experience in managing/maintaining WIFI infrastructure (preferably Aruba) • Experience in deploying, managing and providing technical network support within a Windows Server environment and Active Directory Infrastructure (DNS, DHCP, TCPIP etc) • Competent in monitoring/troubleshooting network, hardware, software and server issues. • Experience in enterprise level network products/services • Experience in fixed/cloud based telephony and Contact Centre technologies, including VOIP, SIP, ISDN30 • Experience of Thin Client/Citrix technologies • Experience in VMware • Experience in supporting and configuring MAC based products • Experience interacting directly with external suppliers, internal customers and stakeholders • Able to prioritise multiple tasks effectively and successfully engage in multiple initiatives simultaneously and work on own initiative • Willing and able to travel to sites across the UK |
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| | <ul style="list-style-type: none"> Committed to putting both internal and external customers first and have the ability to deliver a consistently high quality service <p>Skill/Technical requirements Applicants must have:</p> <p>A qualification in ITIL v3 Foundation level or above</p> <p>A technical qualification or equivalent proven work experience in the following areas:</p> <ul style="list-style-type: none"> Cloud (preferably MS Azure) LAN/WAN Networking (preferably Cisco and Cisco ISE) Telephony (preferably Skype for Business/Teams and A365 contact centre) Airwatch MDM Aruba WIFI Network Load Balancing technologies (preferably Netscaler) Firewall technologies (preferably Checkpoint/Fortinet) Understanding of deploying and managing SDWAN technologies Ability to design/architect IT network's (both cloud and on premise) |
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Orbit is an Equal Opportunities Employer and all staff are required to read and adhere to Group and local policies and procedures relating to Equality and Diversity

Orbit requires all employees to read and adhere to Health and Safety policies and procedures

Orbit requires all employees to read and adhere to all Orbit policies and procedures and Standing Orders.

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| Signed by Employee | | Date | |
| Signed by Manager | | Date | |

Job Code:
Date: MONTH 2020