

Job Profile

Job Title: Network Team Lead
Job Grade: Level 5 Zone 1
Salary Range: £49,930 - £57,543

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

A key part of our Digital and Data Services (DDS) division, our Technology Service provides secure, innovative, efficient, and scalable technology solutions that empower our Staff and our Citizens. We are a team of collaborators and knowledge sharers working in an agile, fast-paced environment.

About the role

As our Network Team Lead, you will be accountable for leading and managing the network team from designing, building, testing, implementing and operating Camden's corporate network. You will stay up to date with the latest technology offerings, both cloud and on-premises, as well as best practice for configuration and monitoring, allowing Camden to take advantage of the latest technologies. You'll contribute to our cloud migration strategy, governance, and best practices.

Your time will be spent leading the network and voice team, delivering solutions and services for Camden and monitoring our network, ensuring availability and resilience for network and voice services across Camden.

You will be accountable for ensuring that our critical network and voice infrastructure is designed and optimised for security, high availability and disaster recovery, including collaborating with the Information Security Team to ensure compliance with the ISO27001, PCI-DSS and PSN standards. It's your chance to build, secure and run new cloud platforms and systems, delivering a network that will ultimately be used by our staff and residents. You'll also work to improve our legacy on-premises environment to make our technology services more cost effective and agile.

Tasks will include but are not limited to:

- Leading the network team, managing projects, general support including administration, workload management and monitoring. You will be passionate about ensuring that we deliver critical services for Camden within agreed SLAs in a way that embraces cyber security.
- Together with other leaders within Digital & Data Services helping deliver and communicate a cloud strategy and roadmap, ensuring that Camden embraces security-by-design and best practice. You will focus on providing clear, achievable principles and direction for services to follow, with the correct blend of cloud and on-premises technologies.
- Building alignment and shared understanding across our projects, guiding teams to build the right thing, build it right and control the costs, ensuring that our data remains secure.

- Keeping abreast of industry developments and propose creative solutions to take advantage of these developments.
- Collaborating with the Infrastructure Manager and wider team to ensure that Camden implements best practice network architectures, governance, and tooling, and that our systems conform to recognised industry standards including the National Cyber Security Centre 14 Cloud principals, ISO27001, PCI-DSS and PSN.
- Ensuring that the team proactively investigates and responds to all operational and security incidents, providing thorough post-event analyses
- Supporting and assisting in developing Disaster Recovery and Incident Response plans ensuring these are consistent with the Corporate Business Continuity Plan, taking ownership of Camden's corporate network to ensure that defined operational requirements and disaster recovery processes are in place.

About you

Camden is on a journey to transform our digital experiences using cloud technology.

You will have extensive experience managing a complex multi-site network based on IP-VPN and SD-WAN as well as migrating services to a cloud environment, preferably Microsoft Azure.

You will be an experienced team leader who can work on your initiative and with others to identify creative and innovative solutions. You will also be adaptable and flexible in your approach to work and have excellent organisational skills to manage a complex and varied workload.

Our team leaders work closely with colleagues in all positions, so communication and interpersonal skills are critical for this role. We expect baseline skills and knowledge across a wide range of IT technologies. This helps our Team Leads to jump in where there may be a gap to help keep work flowing and our projects on track.

You will have relevant professional certifications and experience to demonstrate your capabilities and fit for the role.

Core skills include:

- Experience with supervising, managing and leading team members.
- Experience implementing strategies that team members use to achieve a goal, delegating tasks based on each member's strengths and skills and offering the training necessary to complete certain tasks.
- Experience with inspiring and motivating team members with regular encouragement, keeping the enthusiasm going by providing individualized coaching when needed.
- Experience with converting management goals and visions into achievable and measurable objectives for team members.
- Strong stakeholder management skills: this role is fundamental to delivering Camden's digital transformation programme and will involve collaborating with internal/external stakeholders on complex, multi stranded, sensitive and contentious security and technical information.

- Experience working in a modern agile delivery environment (Scrum, Kanban etc) Understanding of implementing, administering, and monitoring a range of relevant network technologies including Cisco enterprise routing, switching and Wi-Fi, Cisco Meraki, Palo Alto, SASE.
- Understanding of cloud architecture (network and voice)
- Understanding of security protocols, cryptography, authentication, authorisation and security
- Experience implementing and administrating voice systems based on Sonus Session Border Controllers (SBC), Mitel MiVoice and Microsoft Teams Direct Routing
- You will naturally support, and learn from, the people around you, always looking to do things better. We have a strong culture, and we want you to be a part of it

Work Environment:

This is a leadership role with an expectation that the post holder will spend part of the time working in our offices and part of the time at home on a flexible basis.

People Management Responsibilities:

- Line management for the Network Team consisting of 4 engineers.
- The role holder will promote continuing professional development, including embedding an "invest in yourself" approach within the broader Technology Service.

Relationships:

- This post reports to the Infrastructure Manager and additionally works closely with the Principal Technical Architect, Information Security Manager, User Support & Experience Manager, Security Operations Manager, and Cloud Architect.
- A member of the Corporate Information Governance Group (CIGG).
- Internal at all levels, including executive, senior officer, officer and members.
- External, local government, membership bodies and professional bodies including the NCSC, external auditors and accreditation bodies

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be.

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,