

Associate Network Infrastructure Engineer

Salary Range: £39,336-£44,878

Grade: Level 3, Zone 2

Location: 5 Pancras Square

**Reports to: Lead Network Infrastructure
Engineer**



About the role

At Camden, the innovative use of technology has always been viewed as one of our most valuable strategic assets and a critical component in helping us unlock solutions to the challenges we face. Our IT capabilities and Network infrastructure continue to prove instrumental in helping us deliver for Camden's residents, businesses, and visitors, driving innovation and transformation of services. We want to continue offering the best IT services possible, making the most of the opportunities provided by modern cloud services, delivering consistently high levels of service and availability, and ensuring that we have industry-leading security to protect residents' data.

We've been working on delivering an extensive IT Infrastructure Transformation and Upgrade Programme, deploying SD-WAN, modernising our on-premise data centre environment using the latest HCI and ACI technology, and adopting services in Azure and AWS. Quality is paramount to empowering staff to deliver on the front line. These strong foundations will allow us to focus on the next phase of our evolution with many ambitious improvements planned. We will invest in the latest cloud, cyber, and productivity tools and drive adoption for maximum impact.

Aligned with the Government Digital and Data Profession Capability Framework, a Senior Network Infrastructure Engineer focuses on designing, implementing, supporting, and maintaining network and communications infrastructure solutions following appropriate best practices and standards. You'll work as part of a team of infrastructure specialists and engineers focusing on delivering infrastructure service that underpins our services, including Azure, AWS, and on-premises technology.

The things you'll achieve

- Build, configure, administer, and support network infrastructure and communications technologies.
- Investigate incidents, take ownership, and contribute to reports and proposals for improvement.
- Maintain configuration management and monitoring systems, documenting all changes to hardware, software, and cloud elements.
- Assist with daily network operations, including monitoring, troubleshooting, installation, and configuration changes.
- Collaborate with IT teams on projects, contributing to network maintenance and enhancement.
- Support development and implementation of network improvement plans.
- Maintain accurate network documentation.
- Assist in troubleshooting and resolving network issues.
- Contribute to business cases for improvement projects and changes.
- Validate business continuity plans against system capabilities.
- Drive innovation by staying updated on technology developments.

About you

Reporting to the Network Team Lead, you will collaborate with others to implement, maintain, and support innovative solutions using the latest network tools. You will be adaptable and flexible in your approach to work. You will be passionate about adopting modern network methodologies with a good working knowledge of key concepts. You should have a foundational understanding of networking concepts such as TCP/IP, subnetting, VLANs, routing, and switching.

You will have great communication skills and be keen to learn and contribute to Camden's approach in this critical area, ensuring we deliver high-quality, innovative, responsive, cost-effective services within budget.

Experience

- Basic understanding of network fundamentals: Candidates should have a foundational understanding of networking concepts and technologies, along with a willingness to learn and develop their skills in network management.
- Familiarity with specific technologies, including Meraki SD-WAN, Cisco ACI, Meraki Wireless, Palo Alto Firewall, Cloud, and datacentre solutions, is advantageous but not required.
- Communication and collaboration skills: Good communication skills and the ability to collaborate effectively with team members are essential for this role.
- Ability to troubleshoot: Candidates should demonstrate an aptitude for troubleshooting and resolving network issues, with a willingness to learn and develop their troubleshooting skills further.

You have

- A commitment to use technology to solve problems for our organisation and residents.
- Mentorship and guidance experience allows you to mentor and guide junior team members, fostering their professional growth and development.
- Adept at troubleshooting, you can address network issues promptly and effectively. They will also support other team members in troubleshooting and resolving network issues.

Technical skills

- A good working understanding of network fundamentals: Candidates should possess a working understanding of networking concepts, protocols, and technologies, coupled with hands-on experience in designing, implementing, and managing complex network environments.
- Proficiency in specific technologies: You will have operational experience working with relevant technologies Meraki SD-WAN, Cisco ACI, Meraki Wireless, Palo Alto Firewall, Cloud, and on-premise data centre solutions. Candidates should demonstrate proficiency in implementing, configuring, and troubleshooting these technologies.
- Familiarity with specific voice technologies, including SIP Trunking and Sonus Session Border Controllers (SBC), Mitel Voice, Microsoft Teams, and Netcall Liberty Converse.
- Communication and collaboration skills: You will have good communication skills and the ability to collaborate effectively with team members across.
- Ability to troubleshoot: Candidates should demonstrate an aptitude for troubleshooting and resolving network issues, with a willingness to learn and develop their troubleshooting skills further.
- Experience with network management tools: Familiarity with tools such as Site24x7 for network monitoring and management is advantageous.
- Ability to troubleshoot effectively under pressure: Candidates should demonstrate a proven ability to identify and resolve network issues promptly, particularly in high-pressure situations.

Other important information...

Qualifications/Desirables

- Basic understanding of network fundamentals: Candidates should have a foundational understanding of networking concepts and technologies, along with a willingness to learn and develop their skills in network management.
- Familiarity with specific technologies, including Meraki SD-WAN, Cisco ACI, Meraki Wireless, Palo Alto Firewall, Cloud, and datacentre solutions, is advantageous but not required.
- Communication and collaboration skills: Good communication skills and the ability to collaborate effectively with team members are essential for this role.
- Ability to troubleshoot: Candidates should demonstrate an aptitude for troubleshooting and resolving network issues, with a willingness to learn and develop their troubleshooting skills further.

People management – Relationships – Work Environment

No line management responsibilities. Reports to Network Team Lead, interacts internally at all levels, and works with vendors. Based in HQ at King Cross and participates in OOH rota.

We'll follow a two-stage interview process: an initial informal MS Teams chat with our Infrastructure Manager, followed by a formal in-person panel interview with a technical assessment.

Who we are

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

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.

Asking for Adjustments

Camden is committed to making our recruitment practices 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

