

Network Infrastructure Engineer

Salary Range: £43,004-£49,131

Grade: Level 4, Zone 1

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

- Day-to-day network operations: The Network Engineer will manage the day-to-day operations of our network infrastructure, ensuring its availability, reliability, and performance.
- Collaboration with IT teams: Work closely with other IT teams, contributing to projects and sharing knowledge.
- You'll work to ensure our critical network infrastructure is optimised for security, high availability, and disaster recovery, including collaborating with our Enterprise Architecture Practice and the Information Security Team to ensure compliance with the ISO27001, PCI-DSS, and PCN standards.
- Development and implementation of improvement plans: This role involves developing and implementing network improvement plans to enhance efficiency, scalability, and security.
- Maintenance of network documentation: This role involves assisting in creating and maintaining network design documents to ensure accurate documentation of network configurations.
- Validate business continuity plans from Council services against system capabilities to ensure viability.
- Drive innovation in our technology strategy by keeping up with developments in the private and public sectors.
- Provide mentorship and guidance to junior team members, assist in troubleshooting network issues, contribute to business cases for recommended network changes, and ensure business continuity plans from Council services align with system capabilities.

About you

Reporting to the Lead Network Infrastructure Engineer Lead, you will collaborate with others to design, implement, maintain, and support innovative solutions using the latest network and communications tools. You will be adaptable and flexible in your approach to work. You'll be passionate about adopting modern network methodologies with excellent knowledge of key concepts.

You will have great communication skills and be keen to learn and contribute to Camden's approach in this critical area, contributing to the delivery of high-quality, innovative, responsive, cost-effective for the Council.

Experience

- You'll be a technical subject matter expert and design authority for Camden's approach to networking, including Azure-based cloud network services, tooling, and platforms.
- 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.

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 complex 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

Due to the specialist nature of the role, the post holder should have relevant certifications, such as:

- CompTIA Network+, Cisco CCNA and Palo Alto Networks Certified Cybersecurity Entry-level Technician (PCCET)

Desirable

- Degree in Computer Science or equivalent experience- Experience with Nutanix HCI, Cisco ACI, Palo Alto, and Cisco Meraki - Experience with Teams Voice, SIP Trunking, SBCs, and Netcall Liberty Converse - Experience in cross-functional product teams using agile principles- Experience in an ISO27001 environment.
- Basic understanding of network fundamentals with a willingness to learn and develop skills in network management.
- Familiarity with Meraki SD-WAN, Cisco ACI, Meraki Wireless, Palo Alto Firewall, Cloud, and datacentre solutions is advantageous but not required.
- Good communication and collaboration skills.
- Aptitude for troubleshooting network issues and a willingness to develop these 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

