

Job Description

POSITION TITLE: Technical Specialist - NETWORK
REPORTS TO: SOLUTION SUPPORT MANAGER
UNIT/BRANCH/DIVISION: Solution Development

Grading:
Direct Reports: #
Indirect Reports: #
Date approved: ##/##/####

Function

This position resides in the Solution Development branch within the broader ICT Strategy and Programs division of Company X. Headed by the Solution Development Manager, this branch is responsible for the ICT Solution Build function of the organization and therefore consists of the following key technical groups.

1. Solution Architects
2. Technology Specialists (SME)
3. Business Analysts
4. Technology Writers

In performing ICT solution builds, this branch is responsible for servicing customer requirements, against Company X's published Service Catalogue, and Company X strategic technology enhancements, defined by the ICT Strategy and Planning branch. A key part of this is to performing a gating function for all new business requests to ensure those customer requests that cannot be service from the current Service Catalogue are escalated to ICT Strategy and Planning.

Key Relationships

In addition to the above technical groups, this branch works closely with several branches across Company X as outlined below

ICT Strategy and Program Branch	Key Relationships
Program Management	<ul style="list-style-type: none"> • Project Manager Resources • Project Governance
ICT Strategy and Planning	<ul style="list-style-type: none"> • Technology Architecture • Architectural Governance • Business Catalog
ICT Operations Branch	Key Relationships
Hosting Manager	<ul style="list-style-type: none"> • Operational Handover
Workplace Manager	<ul style="list-style-type: none"> • Operational Handover

Role Description

This position is for a Network Technology Specialist to provide input to projects, as a recognized subject matter expert. Working within assigned projects this role will liaise with the nominated Solution Architect as part of the Design phase and have responsibility for Build and Implement phases as required within the specific solution. In fulfilling this role the individual will have an important role in ensuring solutions are built to the approved design and documented appropriately to facilitate operational handover. In some instance additional training of operational staff maybe required that will be completed through a mixture of documentation hands on training.

Key Accountabilities

- Creation of necessary processes and templates for operational groups to perform any new business as usual (BAU) activities.
- Technical input into assigned solution design projects.
- Technical build of approved solution designs.
- Implementation of the relevant components of each solution design into the operational network.
- Completion of the necessary Technical documents in accordance with Company X standard templates.
- Ensure the IT solution will satisfy the business needs in a cost effective, resilient and operable fashion
- Perform approved system testing activities as part of operation acceptance.
- Accurate time recording against individual projects
- Perform identified training requirement for transition implemented solutions into the Operational groups.

Key skills, behaviors and experience

(for recruiting purposes selection criteria is in bold)

- **Minimum of 3 years technical experience in Designing, Building and Implementing Network business solutions**
- **Minimum 5 years working experience with Network related service technologies, such as;**
 - Cisco Switching and Routing infrastructure
 - Load Balancing Technologies (F5 Local and Global Traffic Managers)
 - Multicast and QoS in MPLS environment
 - Network Authentication (802.1x)
- **Experience in operationally supporting large, complex technical environment**
- **Strong Experience in vendor (Cisco, F5) hardware technologies**
- Strong documentation skills using MS Word and Visio products.
- Strong technical understanding of TCP/IP protocol (OSI Model, Protocol Analysis)
- Methodical and structured in their approach to tasks
- Demonstrated experience in creating, maintaining and following technical procedures.
- **Capability to organize and priorities tasks**
- Flexible approach and ability to work co-operatively within a team environment
- **Customer service focused and possessing a strong work ethic**