



Job Description

Position / Job Title:	Principal Communications Engineer
Ref:	ITS245 / 0005036991
Location/Building:	University Wide (Lansdowne Campus/Talbot Campus)
Faculty/Professional Service	IT Services
Group/Section:	Technology
Normal Hours per Week:	1.0 FTE (Some flexibility will be required in order to ensure that key time scales and deadlines are met)
Grade	7
Accountable to:	Datacentre and Security Network Specialist
Special Conditions:	You may be required to be on-call on a pre-arranged rota basis, but no more frequently than one week in four.

Job Purpose

The Technology Group consists of all the technical design, development, and engineering IT teams. These include Applications, Infrastructure, Networking, and End User Computing. The Technology Group are responsible for the development and delivery of the programme of IT investments within the University, as well as their ongoing operations.

The group is led by the Head of Technology, with a team of senior, multi-discipline managers, developing a clear vision for innovation and ongoing improvement of Bournemouth University's Information Technology to provide reliable, robust, and secure solutions to the university.

The Network and Communications team (consisting of Datacentre Network and Security, and Edge Network and Telephony teams) underpins all the IT services delivered to BU and therefore this role plays a critical part in ensuring the delivery of a highly available, robust, and secure service across BU.

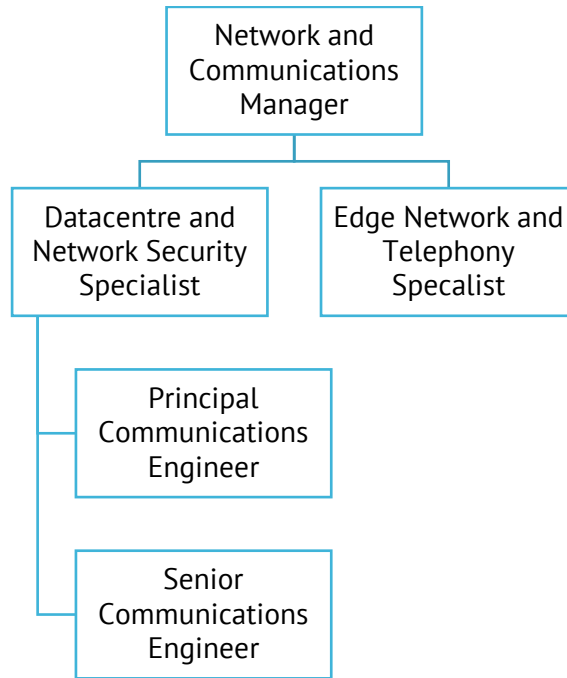
The postholder will be responsible for the analysis, planning, implementation, maintenance, troubleshooting, and enhancement of networking and communications systems. These will be for key strategic projects to support the delivery of high quality, fit for purpose solutions that implement Bournemouth University's Vision, Strategic Plans and maximise all potential. The post holder will primarily provide in-depth troubleshooting, using creative skills for solving complex network and security challenges, develop system installation and configuration documents for reference and perform network routing, cabling, and switching activities.

Main Responsibilities

1. Deliver the networking and communications scope of work for all agreed BU projects to time and budget agreed by designing, installing, configuring, testing, and documenting the equipment/network systems according to the specifications agreed.
2. Oversee and participate in network technology upgrades or maintenance/expansion projects, including installation of hardware, software, and integration testing, as well as coordinating these activities with minimal impact to other live systems.
3. Manage and oversee project work of Senior Communications engineers involved in assigned projects.
4. Provide expert technical support to Senior Communications engineer and others, respond to complex work orders and tickets from users, analyse and solve complex reported network problems.
6. Proactively challenge the current environment and recommend changes which support the delivery of the required business benefits as relating to networking and communications, ensuring they are aligned to business and IT strategy.
7. Gain acceptance from stakeholders and technical architects for proposed solutions and prototypes.
8. Coordination and leadership of activities through effective liaison with all stakeholders, in particular suppliers, systems owners, and other technical IT staff
9. Co-ordinate the effective delivery of key service documentation, including the planning and management of own and other's activities where appropriate, to ensure delivery.
11. Ownership of the communication and resolution of any issues escalated by the Senior Communications Engineers in regard to implementation of change to live environments to ensure successful delivery.
12. Lead customer consultancy to gather, shape and define technical requirements during service outages, applying a firm architectural understanding to develop the requirements through analysis into deliverable, appropriate and prompt IT solutions.
13. Ensure solution designs are appropriate to BU and our IT strategy through a strong understanding of BU IT strategy, architectures, capabilities, and domain roadmaps.
14. Ensure that developing requirements are documented, tracked, and approved in line with change management protocols
15. Establish and maintain effective relationships with senior managers, academic colleagues, corporate groups and other stakeholders to understand and document the complex, interdependent, and wide-ranging technical needs of the University as relating to networking and communications.
16. Identify where new and emergent technologies can support and be assimilated into existing architecture.
17. Maintain a personal development programme, measuring your performance against Key Performance Indicators, as agreed with line manager, and in line with team objectives
18. Familiarise yourself with, understand and follow the Principles, Policies, Processes, and Procedures of IT Services and the university. Be empowered to highlight non-compliance when identified.
19. Ensure that information and cyber security review and remediation is embedded within all IT work delivered to ensure that the university is protected against the ever-evolving cyber threat landscape.

20. Make excellent service experience the key component for all services, ensuring that the IT team are viewed as a trusted member of the university community.

Organisation Chart



Dimensions

- Over 100 people in IT Services, including established staff, those on fixed term contracts, and contractors.
- Overall ITS budget of approx. £15m per annum
- 40+ projects running at one time
- Supporting 4000+ staff and 20,000+ students
- 4,500 computers
- Over 500 servers
- 1000+ applications

Contacts

Internal: Colleagues at all levels within the organisation, up to and including members of University Executive Team

External: Students, Customers, Higher Education Colleagues and Suppliers

Challenges

Delivering excellent service with finite resources

Ongoing process and service excellence review

Managing and leading the work of others, where there is no line management responsibility, to achieve service delivery objectives

Information Governance Responsibilities

Data User

- i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an [offence to apply for](#) and perform the role, if a person is bared from engaging in regulated activity. Further information is available in BU's [Safeguarding Policy](#) and Suitability Statement on the Recruitment and Employment of Ex-offenders.

Additional Information

When on-call, staff must:-

- be expected to be within one hour travel time of the University
- be fit and available for work at all times.
- be available for contact at all times and mindful of areas where mobile reception is poor

NB:

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

June 2024

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Position No:	Date: June 2024
SELECTION CRITERIA	
	Essential / Desirable
Knowledge (including experience & qualifications)	
Possess a valid Cisco Certified Network Associate (CCNA) certification (any discipline) or equivalent industry qualification	Essential
Possess a valid or working towards a Cisco Certified Network Professional certification (CCNP) or equivalent industry qualification	Essential
Degree, equivalent qualification, or demonstrable, comparable, capability in a relevant subject area.	Essential
Substantial experience of technical business analysis and solution design in a structured environment	Essential
Experience of successful management and change of complex processes and of developing customer relationships	Essential
Substantial experience of Unified Communication networks, technologies, or related services, preferably Cisco	Essential
Understanding of IT Service provision in medium to large organisations	Essential
Good awareness of IT related legislation and guidelines such as the Computer Misuse Act and Data Protection	Essential
An awareness of legislative framework relevant to information systems and security	Essential
Knowledge of PRINCE2 or other formal project management and ITIL Service Management methodology	Essential
Substantial experience of Wireless networks, installations, and configuration	Essential
An understanding of relevant new and emergent technologies	Essential
Substantial experience working with Routing technologies	Desirable
Substantial experience working with Security technologies and next generation firewalls, preferably Cisco	Desirable
An awareness of public procurement legislation and practices	Desirable
Experience in related networking and communications technologies preferably Cisco	Desirable
Experience in related networking and communications technologies preferably Cisco	Desirable
Awareness and understanding of the activities and developments within Higher Education and/or public sector	Desirable
Skills	
Excellent IT skills, including Microsoft Office suite and Microsoft 365	Essential

Excellent interpersonal skills including motivational negotiating, influencing and relationship building (including at a senior level) using subject matter expertise with diplomacy	Essential
Identify, analyse and address problems in order to resolve issues whenever possible in a way that minimises the negative impact on the organisation	Essential
Strong analytical skills; ability to evaluate complex issues often with incomplete information	Essential
Demonstrable ability to be part of and inspire multi-skilled teams	Essential
Demonstrate excellent verbal and written communication skills, across all levels	Essential
Demonstrable ability to handle a range of activities to tight and varied timescales	Essential
Demonstrable ability to engage and collaborate with staff at a business and technical level	Essential
Project/Change Management experience/skills	Essential
Operational planning, management and business process skills	Desirable
Ability to research alternative solutions and make recommendations	Essential
Ability to advise, explain and guide others on areas of expertise	Essential
Attributes	
Empathetic	Essential
Collaborative	Essential
Attention to detail	Essential
Customer-centric approach	Essential
Innovative	Essential