Job Description: Network Engineer

**Organisation:**
{Add company name}

**Location:**
{Add geographical location}

**Reports to:**
{Add/edit as required} Network Services Manager

**Supervises:**
{Add local information}

**Working conditions:**
{Add/edit as required} Normal office hours and conditions with the possibility of working after office hours and on weekends as and when required. Abnormal Support on a roster basis is required.

**Last updated:**
{Add local information}

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**Job Summary**

Network Engineers translate the systems architecture into designs through to implementation. They ensure that new systems conform to the enterprise architecture and that technical integration, operation and performance considerations have been fully addressed. [401, 701]

{Add/edit local statement} e.g. The Networks Engineer provides technical direction, guidance and advice to Technical Service Officers within the Network Services Team. The networks engineer will provide technical solutions in support situations and project related tasks.

**Main Duties**

- Assists in the preparation of project plans and project status reports on a timely basis. [3024^1]
  - Manage project or programme planning and scheduling activities [3024.01]
  - Monitor, document and communicate relevant information relating to project or programme planning and scheduling activities [3024.02]
  - Identify improvements for project planning and scheduling activities [3024.03]

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- Leads the technical activity of projects as assigned and ensures delivery to defined time, cost and quality parameters. [3034.01]
  - Implement strategy and standards and manage the team for project execution and control activities [3034.01]
  - Monitor, and communicate relevant information relating to, project or programme execution activities [3034.02]
  - Identify and obtain agreement for changes to project or programme baseline plans, as directed [3034.03]

- Recommends and manages ongoing improvements to the network infrastructure through a project framework. [4014.01, 4084.01]
  - Carry out IT/technology architecture activities [4014.01]
  - Contribute to information activities relating to IT/technology architecture models [4014.02]
  - Assist others by providing information relating to IT/technology architecture models [4014.03]
  - Contribute to preparing for IT/technology infrastructure design and planning activities [4084.01]
  - Manage and implement, under supervision, IT/technology infrastructure design planning activities [4084.02]
  - Manage, under supervision, progression of the IT/technology infrastructure designs [4084.03]

- Oversees the acceptance, certification and handover of new hardware and software deployed in the live environment, including the design, configuration, related infrastructure set up and operational or administration documentation. [5055.01]
  - Plan and prepare for systems installation, implementation and handover [5055.01]
  - Manage systems installation, implementation and handover [5055.02]
- Manage external relationships during systems installation, implementation and handover [5055.03]

- Ensures that all security procedures and methodologies are followed in line with policies and procedures. [6024]
  - Manage the IT/technology security requirements [6024.01]
  - Carry out IT/technology security management activities [6024.02]

- Assists in the upkeep, enhancements and efficient usage of network tools across the various service teams. [7014, 7054, 7064]
  - Manage and carry out activities that apply to service operations [7014.01]
  - Monitor and report on the quality and effectiveness of service operations to meet business and organisational objectives/targets [7014.02]
  - Review and identify improvements to service operations activities [7014.03]
  - Carry out and implement technical support activities [7054.01]
  - Monitor, review and report technical support activities against targets and/or metrics [7054.02]
  - Develop and implement solutions to maintain and/or improve technical management support activities [7054.03]
  - Maintain, monitor and report availability management activities, as directed [7064.01]
  - Gather and document relevant information for the effective monitoring of systems and services availability [7064.02]
  - Assist in identifying future requirements and potential improvements to the availability of systems and services [7064.03]

- Analyses network support issues and provides, implements or recommends closure of a problem. [7034]
- Manage and carry out timely and effective problem management activities [7034.01]
- Gather and collate information concerning problems and problem resolutions to identify trends/root cause(s) [7034.02]
- Identify the root cause of problems and develop / implement work-arounds to maintain and support business activities [7034.03]

- Develops and implements solutions to maintain or improve the management and support of network infrastructure. [7054.03]
  - Develop and implement solutions to maintain and/or improve technical management support activities [7054.03]

- Manages the Service Level Management function of the Networks Team and 3rd party connectivity suppliers. [7094]
  - Implement and maintain service catalogue and/or service level management activities [7094.01]
  - Document and monitor service catalogue and/or service level management activities [7094.02]
  - Communicate information produced by service catalogue and/or service level management activities [7094.03]

- Assists in drafting client and suppliers contracts, service levels and service definitions. [7114]
  - Implement and maintain supplier and partner activities [7114.01]
  - Gather and document information, and monitor, supplier and partner activities [7114.02]
  - Assist in preparing information for supplier and partner procurement activity [7114.03]

{Add/edit local statement(s) as required}

- Develops Networking technical standards and procedures.

Standards for ITalent - Job Description: Network Engineer

- Coaches and leads others in acquiring knowledge and provides expert advice to project members
- Provides technical authoring skills when and as required.

Education, qualifications and experience required

**Essential**

Either: A first degree level of education in an IT field or equivalent, a minimum of two (2) modules of the Cisco Professional Certifications stream, and a minimum of three (3) years experience working in the design, operation, installation and configuring of Networking related services and technologies with proven record of excellence within the job.

Or: A minimum of two (2) modules of the Cisco Professional Certifications stream, at least six (6) years’ experience working in the design, operation, installation and configuring of Networking related services and technologies with proven record of excellence within the job.

**Desirable**

Track record of successful technical leadership of large/complex network implementations, including experience of technical leadership on a number of implementations which led to significant business benefit

Broad cross-discipline experience, including significant analysis, design, testing and implementation experience

**Skills, Knowledge and Competencies required**

<table>
<thead>
<tr>
<th>IT Professional Competencies</th>
<th>Level</th>
<th>Reference</th>
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<tbody>
<tr>
<td>Business analysis</td>
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<tr>
<td>Consultancy</td>
<td>Professional</td>
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<tr>
<td>IT/Technology solution testing</td>
<td>Professional</td>
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<td>Systems design</td>
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<tr>
<td>Requirements engineering</td>
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14 Referenced to Malta Standards for ITalent.
Standards for iTalent - Job Description: Network Engineer

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<thead>
<tr>
<th></th>
<th>Level</th>
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<td>Systems integration</td>
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<tr>
<td>Systems installation</td>
<td>Professional</td>
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<td>Relationship management</td>
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**Transferable Competencies**

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<thead>
<tr>
<th>Competencies</th>
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<tbody>
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<td>Personal competencies: Communications; Team working; Critical analysis and decision making; Creative thinking; Problem solving; Self development and English, Maths and IT user skills</td>
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<tr>
<td>Business competencies: Organisational awareness; IT awareness and impact; IT legal matters, ethics and professionalism</td>
<td>Professional</td>
<td>0024</td>
</tr>
<tr>
<td>Leadership competencies: IT strategy and governance; IT Quality management; Customer service management; IT Financial management; IT Human Resource management; IT Risk management and Entrepreneurship</td>
<td>Professional</td>
<td>0034</td>
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