

JOB DESCRIPTION
Network Specialist: LUNS
Vacancy Ref: A2659

Job Title: Network Specialist	Present Grade: 7
Department/Faculty: Lancaster University Network Services Ltd (LUNS)	
Directly Responsible to: LUNS Operations Manager	
Supervisory Responsibility for: None	
Other Contacts: (Internal) Members of staff from within LUNS and the Information Systems Services department of the university. (External) Staff members from LUNS customer sites including academic institutions and public sector & commercial organisations.	
<p>The role of Network Specialist in LUNS involves the installation, configuration and maintenance of network connections and other systems of client users of the communications services owned and/or managed by Lancaster University Network Services. You will also be expected to assist in the provision of fault management & support to client users.</p> <p>Principal duties of the role are:</p> <p>The planning, installation, commission, maintenance and de-commission of network infrastructure owned or managed by Lancaster University Network Services Ltd. This includes passive elements such as cabling and active elements such as switches, routers etc.</p> <p>Provide advanced technical support to ensure the prompt resolution of incidents and service requests relating to network services provided by LUNS.</p> <p>Develop and maintain systems to monitor and control the network infrastructure and produce appropriate support documentation.</p> <p>Through the LUNS Operations Desk, take ownership and resolve in a timely and professional manner referred queries.</p> <p>To work to appropriate service levels with defined quality of service metrics that will enable you to maintain and demonstrate high quality of service provision.</p> <p>To maintain high levels of professional conduct, including but not limited to, cooperative engagement in tasks set, the exercising of initiative to suggest through line managers improvements to the service provided, and clear and professional styles of communication at all times.</p> <p>Day-to-day support of internal and external projects including liaison with other sites as necessary.</p> <p>Attendance and reporting to appropriate internal and external meetings</p> <p>Such other duties appropriate to the grade as may be directed by the Board of Lancaster University Network Service Ltd or by its nominated representatives.</p>	