

It starts with community

The National Lottery Fund
Role Profile



IT Network Manager

Directorate: Finance & Resources

Department: Technology

Role/Competency level: Level 3

Reports to: IT Infrastructure Manager



Role Profile: IT Network Manager

Role purpose

In this role, you will deliver and shape your area of expertise within your technical function in accordance with best practice to achieve operational stability and contribute to the strategic direction of the Fund. In partnership with your colleagues, you will develop and maintain standards, policies, and processes relevant to your subject specialism, to be adopted and implemented by other technical staff. You may have people management responsibilities.

You will be expected to define, promote, and maintain appropriate professional standards, technical direction and adhering to relevant governance and quality frameworks. As an expert in your field you will take an active role to increase the sharing of knowledge, skills, and experience across the department. You have a responsibility to maintain your required level of knowledge.

Within a project environment you may assume technical lead responsibilities and contribute towards the preparation and evaluation of business cases and strategic documents. You may also assist in the planning and direct the delivery of complex project workstreams and interdependencies across multiple teams and suppliers in accordance with recognised methodologies.

You'll be a subject matter expert in all aspects related to the Fund's network design and development, a member of the IT Infrastructure Team and report to the IT Infrastructure Manager.

The IT Infrastructure team are responsible for all aspects of the Fund's IT infrastructure, including all on-premise datacentres and related operational services, all servers both on-premise and in-cloud, all connectivity, including wired, wireless, and mobile networks, printing, video conferencing, telephony services, communication, collaboration, file management and all databases.

The operational excellence of the technology infrastructure at the Fund is critical to the successful effective operation of all technology-based systems. The Network Engineers are subject-matter experts for all aspects related to network infrastructure, and through their expertise, the design and development of the organisation's connectivity is shaped; they are responsible for setting up, developing and maintaining computer networks within our organisation and between organisations. Working as a tightly integrated IT Infrastructure team, they understand how to adopt different approaches to deliver effectively when requirements are expressed and implicit.



Role Profile: IT Network Manager

Key responsibilities

- Responsible for operational stability, performance, availability, and reliability of Fund connectivity, including but not limited to DNS, domain registration, voice data, video/audio systems, firewalls, wireless, wired, mobile, core and edge environments
- Establish excellent networking environments through designing system configuration, directly system installation and defining, documenting, end enforcing system standards
- Design and implement new solutions and improve resilience of current environment
- Maximise network performance by monitoring performance, troubleshooting network problems and outages, fault investigations in local and wide area environments, scheduling updates and designing network optimisation.
- Collaborate to secure network systems by establishing and enforcing policies and defining and monitoring access
- Assist with upgrading data network equipment and configure routing and switching equipment, hosting IP voice services and firewalls
- Remote support for on-site engineers and end users/customers during installations including troubleshooting and fault finding. On-site presence may be required
- Capacity management and audit of IP addressing and hosted devices within data centres
- Contribute to technical design and project lifecycle for multiple major infrastructure enhancements or sub systems, technical designs and architecture libraries
- Input into design and implementation plans and governance for solution delivery teams
- If the role is based in Wales, or supports customers or colleagues in Wales, an understanding of Welsh language legislation and the Welsh Language Standards of the Fund is required.



Role Profile: IT Network Manager

Knowledge, skills and experience

- Expert knowledge of all matters related to network infrastructure, including but not limited to, all common network standards, protocols, and designs, Cloud, and connectivity.
- Expert in more than one of the following: Secure Systems design, Public, Private and Hybrid Cloud hosting experience, Desktop & Server OS, Database, OS Support, Virtualisation, Storage/SANs & Backup/Recovery, Security, High Availability/Business Continuity.
- Expert technical understanding of Microsoft on-premise and cloud technologies (including Azure, SharePoint, Dynamics, and Office 365).
- Expert technical understanding of Cisco technologies and solutions.
- Expert technical understanding of telephony technologies and solutions.
- Knowledge and understanding of utilising at least one best practice service management framework, to develop a value-adding approach to the delivery of IT infrastructure which is pragmatic and appropriate to the organisation.
- Working towards or holder of expert level, industry recognised qualifications in network technologies.



Role Profile: IT Network Manager

Role competencies: Level 3

- **Strategic direction**
Understands and communicates how own work and work of the team, supports wider objectives and meets the diverse needs of stakeholders. Aligns own actions with directorate and organisational goals.
- **Leading our culture**
Recognises and values individual contributions and puts in place support for well-being of individuals within the team, including consideration of own needs.
- **Working together**
Designs team processes to remove silos and nurture a culture of mutual support, driving higher performance across interconnected teams. Adjusts personal work styles and practices accordingly.
- **Delivering quality results**
Clearly communicates desired results and ensures individuals are supported and feel motivated to achieve what is expected.
- **Diligence and control**
Manages teams and own duties in line with set expectations and policy and/or regulatory considerations. Ensures corrective action is taken where necessary.
- **Developing self and other**
Takes time for own personal and professional development as well as supporting development needs of team members. Ensures self and team members have a Personal Development Plan to help achieve goals.

Our Values



We are inclusive

We know that communities and organisations are stronger when everyone can participate and work to increase inclusion.



We are ambitious

We believe in the power of community and connection and are ambitious for its potential. We support people and communities to shape the future and lead change.



We are impact focused

We are inspired by communities and learn with them. We listen, reflect and use evidence to improve knowledge, inform action and increase impact.



We are adaptable

We welcome and embrace new ideas and ways of working.



We are compassionate

We work with care consideration and humility.