TEAM BARNET

BARNET LONDON BOROUGH

Caring for people, our places and the planet

Role Profile

Job Title:	**Network Engineer**
Location:	**Colindale (Hybrid)**
Department:	**Technology services**
Directorate:	**Strategy & Innovation**
Grade:	**Grade J**
Type of Working:	**Hybrid Working**
Reports to:	**Senior Solution Architect**

1. Job Purpose:

The Network Engineer will support, maintain and improve Barnet Council's network infrastructure, ensuring secure, resilient and reliable connectivity across Council sites, cloud services and remote-working environments. The role is responsible for the day-to-day operation and development of network services, including routing, switching, wireless connectivity, firewalls and Azure networking, in line with Council standards and business requirements.

Acting as a technical specialist, the Network Engineer will monitor performance, troubleshoot incidents, manage network changes and work with internal teams and external suppliers to maintain service availability and security. The postholder will also contribute to technology projects, capacity planning, documentation and continual service improvement to support reliable digital services for Council staff, residents and partners.

2. Key accountabilities:

The Network Engineer will:

- Support, maintain and improve secure and resilient network connectivity across Barnet Council's multiple sites, cloud services and remote-working environments.
- Operate and optimise the Council's SD-WAN estate, including Cisco Meraki networking across Council locations, ensuring dependable performance, availability and secure inter-site connectivity.
- Administer and troubleshoot routing, switching, wireless networks, internet connectivity, VPNs and associated network services using Meraki management and monitoring tools.
- Support Microsoft Azure networking, including virtual networks, connectivity, routing and integration between Azure-hosted services and the Council's wider network estate.

- Manage and support Check Point CloudGuard controls protecting the Azure environment, working with security colleagues and suppliers to maintain secure configurations and effective network protection.
- Monitor network health, capacity and performance, proactively identifying faults, risks and trends and taking action to minimise disruption to Council services.
- Investigate and resolve network incidents and problems, coordinating escalations with internal teams, telecommunications providers, Cisco Meraki, Check Point and other technology partners as required.
- Plan, assess and implement network changes through the Council's change governance process, ensuring changes are tested, documented, secure and delivered with minimal service impact.
- Maintain accurate network documentation, diagrams, configuration records and operational procedures, and contribute to capacity planning, technology refreshes and continual service improvement.

Key outputs of the role will be to:

- Maintain secure, resilient and available network services across Barnet Council's sites, SD-WAN, Cisco Meraki, Microsoft Azure and Check Point CloudGuard environments.
- Support the Council's compliance with Public Services Network (PSN), Payment Card Industry Data Security Standard (PCI DSS), Cyber Essentials Plus and relevant NCSC security guidance.
- Run and coordinate internal and external vulnerability scanning using Nessus and other approved tools, analyse findings and prioritise remediation according to risk and business impact.
- Coordinate network device, firewall, appliance and related infrastructure patching, ensuring security updates are assessed, tested, scheduled, implemented and evidenced within agreed timescales.
- Track vulnerabilities and patching exceptions through to closure, applying appropriate mitigations, escalating overdue actions and maintaining auditable records of risk acceptance where required.
- Maintain secure configurations and hardening standards for SD-WAN, Meraki, Azure networking, CloudGuard, switches, wireless services, VPNs and internet-facing services.
- Monitor network and security alerts, logs, availability, capacity and configuration compliance, responding promptly to incidents, suspected breaches and emerging threats.
- Investigate network and security incidents, preserve relevant evidence, identify root causes and implement corrective actions to reduce the likelihood of recurrence.
- Maintain the technical evidence required for PSN, PCI DSS and other assurance activities, supporting audits, compliance submissions, penetration testing and remediation plans.
- Review network designs and changes for security, resilience and compliance, ensuring appropriate segmentation, access controls, encryption, logging, backup and recovery arrangements are in place.
- Work with internal teams, service providers and suppliers to ensure vulnerabilities, unsupported technology, security defects and configuration issues are resolved within agreed service and compliance timescales.

- Maintain accurate network diagrams, asset and configuration records, firewall and access-rule documentation, scan results, patching reports, remediation evidence and operational procedures.
- Produce clear operational and compliance reporting on network health, vulnerabilities, patching, incidents, risks and remediation progress, escalating significant issues to the appropriate governance forums.
- Contribute to business continuity, disaster recovery and failover testing for critical network services, recording lessons and implementing agreed improvements.
- Provide technical advice to projects and service teams, helping ensure new and changed services meet Barnet Council's network, security, PSN and PCI DSS requirements from design through to live operation.
- Undertake planned out-of-hours and weekend working where required to implement network changes, maintenance and upgrades safely and with minimal disruption to Council services, in accordance with agreed change and support arrangements.

3. Financial Responsibilities:

The Network Engineer has no direct budget responsibility but is expected to support value for money, use Council resources responsibly and identify or escalate technical risks that could result in financial or service impact. The postholder will be responsible for monitoring the licences and subscriptions associated with the network and security estate, ensuring they remain valid, appropriately allocated and renewed in sufficient time to avoid service disruption or loss of support. They will work with relevant managers, commercial teams and suppliers to review licence usage, remove or reallocate unused licences, avoid unnecessary duplication and help ensure that licensing arrangements are the most cost-effective and operationally appropriate for Barnet Council.

4. Health and Safety Responsibilities:

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements
- Complete mandatory health and safety training
- Follow safe systems of wok and use devices/guards provided for safety.
- Wear/use personal protection equipment were issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health and wellbeing

5. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / **L**earning to Improve / **I**nclusive / **C**ollaboration

6. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

7. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

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Department:	**Technology Services**
Directorate:	**Strategy & Innovation**
Grade:	**Grade J/K**
Type of Working	**Hybrid Working**
Reports to:	**Senior Solution Architect**

Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
Educated to degree level or equivalent relevant experience	Essential	Application & Interview
A relevant professional qualification or certification in networking, infrastructure, cloud or cyber security, or equivalent demonstrable professional experience.	Essentia	Application
Cisco Certified Network Associate (CCNA)	Desirable	Application & Interview
Cisco Certified Network Professional (CCNP)	Desirable	Application & Interview
Microsoft Certified: Azure Network Engineer Associate (AZ-700)	Desirable	Application & Interview
Check Point Certified Security Administrator (CCSA)	Desirable	Application & Interview
CompTIA Network+	Desirable	Application & Interview
ITIL Foundation or equivalent service-management knowledge, with experience of working within	Desirable	Application & Interview

incident, problem and change-management processes.		
Experience & Knowledge		
Proven hands-on experience supporting and improving enterprise network services across multiple sites, including routing, switching, wireless, internet connectivity, VPNs and secure remote access.	Essential	Application & Interview
Strong knowledge of SD-WAN and Cisco Meraki technologies, including configuration, monitoring, troubleshooting, performance optimisation and secure connectivity between Council sites.	Essential	Application & Interview
Experience of Microsoft Azure networking, including virtual networks, routing, connectivity and integration with on-premises or wider enterprise network services, together with knowledge of Check Point CloudGuard.	Essential	Application & Interview
Knowledge of PSN, PCI DSS, Cyber Essentials Plus, NCSC guidance and the security controls applicable to local-government network services.	Desirable	Application & Interview
Experience of vulnerability management, including Nessus or equivalent scanning, analysis of findings, risk-based remediation, patching, secure configuration and maintaining evidence for audit and compliance purposes.	Desirable	Interview
Experience of monitoring network availability, capacity, performance, security alerts and logs, and of diagnosing and resolving complex incidents and problems with internal teams and external suppliers.	Desirable	Interview
Knowledge of network security principles and good practice, including segmentation, firewalls, access controls, encryption, hardening, backup, recovery, resilience and failover.	Essential	Interview

Skill & Ability		
Strong technical troubleshooting and analytical skills, with the ability to identify root causes, assess risk, prioritise remediation and restore network services with minimal disruption.	Essential	Interview
Ability to plan, test and implement network changes through formal change control, producing clear implementation, rollback and validation plans and maintaining accurate technical documentation.	Desirable	Interview
Ability to interpret network and security monitoring data, vulnerability reports and performance trends and produce clear operational, risk and compliance reporting for technical and non-technical audiences.	Desirable	Interview
Effective communication and collaboration skills, with the ability to work confidently with Council service teams, security colleagues, projects, telecommunications providers and technology suppliers.	Desirable	Interview
Ability and willingness to undertake planned out-of-hours and weekend working where required for network changes, maintenance, upgrades and emergency response, with minimal disruption to Council services.	Desirable	Interview
Ability to work independently and as part of a wider Technology Services team, managing competing priorities and maintaining a calm, methodical and customer-focused approach during service incidents.	Desirable	Interview
Ability to maintain accurate network diagrams, configuration records, asset information, operational procedures, patching reports and compliance evidence.	Desirable	Interview
Commitment to continuous professional development and keeping current with networking, cloud, security, vulnerability-management and local-government compliance requirements.	Desirable	Interview
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Interview

Empathy- I say “thank you” and “well done” where appropriate, and take time to ‘check in’ to see if the people I work with are ok	Essential	Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Interview
Agile-I am fully empowered to act within the scope of my role	Essential	Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential	Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Interview