Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

Job title: Network Analyst

Department/Division: DTS **Accountable to: Networks Engineering Lead**

Job Summary

Support the operation and development of network services and network infrastructure in the School and halls of residence, including the following:

- Respond to support calls by testing, patching and maintaining copper and fibre optic cabling and provide network connectivity upon request.
- Provide support for network moves, adds and changes, configuring network switches and other devices to ensure devices have appropriately configured connections including VLANs and security related settings
- Respond to requests for DNS, DHCP and related changes
- Complete regular routine checks and use the Network Team's monitoring tools to confirm the health of the network, responding to issues as required
- Conduct troubleshooting and issue remediation in response to support tickets relating to wired and wireless connectivity problems.
- Install and configure new wireless access points as required
- Maintain documentation of copper (voice and data) and fibre optic cable including the upkeep of LSE floor plans with outlet locations.
- Provide appropriate documentation to third parties such as cabling contractors and support them as needed as they provide maintenance and new installations.
- Verify that LSE's network standards for copper (voice and data) and fibre optic cable installations have been adhered to by third party cabling installers.
- Conduct wireless signal surveys for existing and new buildings for submission to Network Specialists or Project Managers.
- Maintain an inventory of active network equipment and patch cables in deployment and stocks of spares for the review of existing and planning of new installations.
- Capacity planning active network connections and reviewing switch utilisation to identify when additional access layer equipment is needed to fulfil operational or project requirements.
- Assist in the physical installation, commissioning and configuration of networking equipment in communications rooms.
- Assist with the programme of regular updates and patching of network switches, routers and devices that provide network services such as DNS, DHCP, authentication services and firewalling
- Pro-actively recommend changes to the team to improve the security, management or operation of the network and network services

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Duties and Responsibilities

Communication

- Exchange and discuss technical operational information with team colleagues, operational managers and departmental representatives as required.
- Produce and maintain detailed diagrams, standards, plans, specifications, documentation, records and reports for IT network infrastructure, systems and services.
- Respond to service requests and record activities promptly and accurately in the help desk system.
- Produce and maintain documents describing procedures and processes for operating, maintaining and updating network components.
- Contribute to the compilation and presentation of documentation and service performance statistics for centrally managed IT facilities.

Teamwork and motivation

- Contribute actively to the Network team by supporting and developing the network infrastructure and services.
- Act as a team member to support the network infrastructure needs of projects and working groups as determined by the Network Engineering Lead
- Work closely with teams in Data & Technology Services (DTS) and IT representatives in other departments, to provide technical support for the network aspects of projects which require supporting networking infrastructure and services.

Liaison and networking

- Liaise with external suppliers, contractors, and sector partners for the delivery of network infrastructure projects and the resolution of faults.
- Work with colleagues in DTS, Estates Division, Residences, Conferences, and other departments for the mutual exchange of information, the planning and delivery of IT infrastructure services and projects, and for the rectification of faults.

Service delivery

- Install, connect, configure and bring into service, or decommission, components of network equipment, cabling, and IT infrastructure as directed by the Network Engineering Lead.
- Undertake routine monitoring of the performance of systems components of the network infrastructure for trouble-shooting, and pre-emptive problem identification, and ensure that any problems identified are remedied, or dealt with by an appropriate person.
- Provide cover for and assist team colleagues with their work when required.
- Respond to and track progress of support calls in the call logging systems and to keep users appraised of progress when services requests cannot be resolved within defined resolution times.

Planning and organisation

- Assist with and contribute to the detailed planning, specification, procurement, deployment, testing, documentation and management of IT infrastructure for projects at LSE and its halls of residence.
- Ensure that there are sufficient stocks of consumable items, such as patch leads, for the team to function efficiently.
- Contribute to business continuity and disaster recovery planning.

Initiative and problem solving

- Maintain awareness of new and emerging technologies and to develop such skills and knowledge as are required to remain effective in this role.
- Through contacts in other departments develop and maintain an awareness of projects and activities across the School that require and/or impact upon the delivery of IT infrastructure services.
- Investigate, diagnose and resolve faults and problems with cabling and network equipment at main campus and halls of residence, and ensure a prompt and timely resolution wherever possible.

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

Free Speech

The Code of Practice on Free Speech outlines the responsibilities of LSE to protect and promote freedom of speech and academic freedom within the law for students, faculty, staff, and visiting speakers. It applies to all activities on LSE premises and those conducted in the name of the School or LSE Students' Union at any location. The Code confirms that LSE does not take formal positions on political or international issues but provides a platform for critical debate within the law, taking account of the various legislative requirements and the context provided by policies and procedures. Procedures are set out in the Code on how events must be arranged and conducted.

Equity, Diversity and Inclusion (EDI)

LSE is committed to building a diverse, equitable and inclusive university. All staff are expected to contribute to a working, teaching and research environment in which people are treated with dignity and respect, and to comply with LSE's duties to prevent unlawful discrimination, harassment and victimisation on the grounds protected by the Equality Act 2010. LSE is also committed to advancing equality of opportunity in relation to social and economic background. These expectations do not require staff or applicants to endorse any particular political, philosophical or contested viewpoint, and are subject to LSE's statutory duties and commitment to protect freedom of speech and academic freedom within the law, which includes the right of academic staff to question and test received wisdom, and to put forward unpopular or controversial opinions.

Ethics Code

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: click here

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Environmental Sustainability
The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.