



Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

Job title: Network Analyst

Department/Division: DTS

Accountable to: Network Engineering Lead

Competency	Criteria	E/D
Knowledge and experience	Educated to degree standard or equivalent in a relevant technical subject or relevant work experience	E
	Demonstrable understanding of enterprise networking, its constituent components and the protocols used to deliver LAN, WAN, wired and wireless services.	E
	Strong working knowledge of IPv4 and the TCP/IP suite, including TCP, UDP, subnetting, default gateways, routing principles, VLANs and common network troubleshooting methods.	E
	Practical experience installing, configuring, supporting and troubleshooting enterprise network switches and access-layer connectivity in a production or comparable operational environment.	E
	Working knowledge of core network services such as DHCP, DNS and IP address management, and an understanding of how faults in these services affect users.	E
	Demonstrable ability to analyse and resolve wired or wireless network issues using a dynamic, methodical and proactive approach, working independently or as part of a technical team.	E
	Understanding of physical networking, including copper and fibre cabling, patching, link status, PoE and basic Wi-Fi concepts.	E
	Experience working in a network-focused role, supporting enterprise wired or wireless infrastructure.	E
	Good general IT knowledge, including experience of desktop and server operating systems and the supporting systems and services commonly found in enterprise environments.	E



	Understanding of routing concepts and protocols, including OSPF and BGP.	D
	Industry recognised networking qualification e.g. CCNA/CCNP	D
	Experience of scripting or automation, for example Python, PowerShell, Bash or Ansible, to support repeatable network operations.	D
	Experience working with firewalls, rulesets and other network security techniques for protecting networks against a range of threats	D
Communication	Ability to communicate specialist knowledge effectively with both technical and non-technical people with very differing levels of IT skills and backgrounds	E
	Excellent written and spoken communication skills, including the ability to produce and present clear, accurate and detailed specifications, documentation, and reports	E
Teamwork and motivation	Ability and willingness to actively promote team values and team working, including accepting and promoting agreed standards, encouraging and supporting other team members, and supporting management in achieving agreed goals	E
	Ability to be self-motivated and able to use own initiative	E
Liaising and networking	Ability to build and maintain working relationships with IT personnel at LSE, to ensure that IT infrastructure requirements and IT Service interests are met for projects with stakeholders across the School	E
	The ability to liaise effectively and proactively with personnel across the School, at other education institutions, and with external service providers and industry bodies to ensure the mutual exchange of information related to joint projects and the operations of the School IT infrastructure	E
Service delivery	Excellent customer-facing skills, with evidence of responding effectively and efficiently to incidents and requests while keeping users informed and improving their support experience.	E
	Experience managing technical work through a service management or ticketing system.	E
	Knowledge of service level definitions and evidence of effective monitoring of service standards	D
Planning and organising resources	Ability to prioritise, plan and organise multiple tasks with competing priorities and allocate resources appropriately, often under pressure	E
Initiative and problem solving	Strong analytical skills and attention to detail, with the ability to evaluate evidence, identify root causes and implement effective technical solutions.	E



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	Ability to anticipate problems which would seriously compromise the success of business-critical network infrastructure and to take the initiative to identify and present potential solutions	D
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E – Essential: requirements without which the job could not be done.

D – Desirable: requirements that would enable the candidate to perform the job well.