

JOB DESCRIPTION (NON ACADEMIC)

I. Job Information

Job Title:	Network Engineer
Grade:	G5
Department:	ICT
Duration of Appointment:	Fixed-term of 3 year, subject to renewal
Line Manager's Job Title:	Head of ICT Services

II. Job Specification

Main purpose of job: An increasing requirements for a stable, powerful, flexible network environment requires the network engineer to provide professional, effeicent service; in align with school ICT strategy, network engineer provides suggestion and plan; lead ICT project and make sure ICT project matches the pre-defined goals; support helpdesk engineer to solve the escalated tickets and tasks.		
Provide key results to be achieved by this position and a breakdown of the main duties and responsibilities, as well as the percentage of time they occupy:		
Key areas of accountabilities	Main duties & responsibilities to support achieving accountabilities	% of time
1. Manage school network infrastructure	-Establish networking environment by designing system configuration; directing system installation; defining, documenting, and enforcing system standards. -Maximize network performance by monitoring performance; troubleshooting network problems and outages; scheduling upgrades; collaborating with network architects on network optimization -Secures network system by establishing and enforcing policies; defining and monitoring access -Report network operational status by gathering, prioritizing information	50%
2. Lead ICT network project	-assign tasks, design a time line and set project targets -coordinate resource within team member and 3 rd party service provider -monitor project progress and the quality	20%
3. Provide suggestion and plan align with school ICT strategy	-analyze the current school network environment -understand school ICT strategy -provide suggestion and plan	10%
4. Support helpdesk engineer to solve the escalated problem	-provide network-related training to helpdesk engineer -solve any escalated problem	10%
5. Others	Provide other support assigned by line manager	10%
Resources managed – line management and financial	Line management:	



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resources:		Financial resources managed:
Key working Relations and network	Internal:	-ICT staffs -Academic Staffs -Administrative staffs -Students
	External:	-ICT service agency
Key performance indicators for this position (KPIs):		
-technical KPI		
✓ network availability		
✓ Mean Time Between Failures (MTBF)		
✓ Mean Time to Repair (MTTR)		
✓ Network performance		
✓ Percentage of Network security issue detected/resolved on time		
-project management		
✓ Project time management		
✓ Project resource management		
✓ Project quality management		
✓ Project cost management		
-Customer satisfaction		

III. Person specifications

1. Core Values to be demonstrated by the job holder:

Harrow Key Value	Underpinning statements
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	Applying Knowledge with Compassion
	Solving Problems Collaboratively
	Solving Problems through Communication
	Making Just Choices
	Facing Challenges with Determination

2. Functional Competencies to be demonstrated by the job holder:

2.1 For a non-manager's role:

	Name of Competence
Competence 1	Managing self and resources
Competence 2	Delivering results
Competence 3	Customer focus
Competence 4	Problem solving
Competence 5	Team work
Competence 6	Communicating

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Competence 7	Learning and development
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3. Specific specialised knowledge, professional skills, qualifications or experience required for this job:

<u>Minimum Academic Degree required</u>				
-Bachelor or above degrees, Tele-Communication or related majors				
<u>Professional skill and knowledge required</u>				
Mandatory				
- Excellent IP networking fundamentals and extensive experience in the application of IP protocols				
-In-depth knowledge of and experience with major internet routing protocols with major security principle, specifically with Cisco ASA platforms, ACS, ISE				
-In-depth knowledge of and experience with Cisco router and switch platforms				
-In-depth knowledge of and experience with Cisco IPT				
-Excellent network analysis fundamentals and troubleshooting skills				
-Expertise in a majority of the following technologies and protocols: MPLS, OSPF, SIP, IP, TCP (internals and flow control), UDP, DNS, DHCP, firewalls, wireless (802.11X), & IT security best practices, Proxies, Load Balancing (content switching), Nexus technologies, VSS, NAP, Internet breakout, VPN encryption systems, VPN concentrator, Authentication systems, Autonomous and controller based WLAN				
Desired but not mandatory				
-Ability to work independently as well as part of a team and work under pressure				
-Strong customer services and support experience				
-Cisco CCIE certificate				
<u>Experience</u>				
Mandatory				
-5+ years of Network administration experience				
<u>Language</u>				
	Confidence	Intermediate	Operational	Extensive
Chinese	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
English	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<u>IT Skills</u>				
Mandatory				
- Microsoft Office and knoweldge of relevant softwares.				

3. Other job-related or local special factors not mentioned above:



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3.1 Non – criminal record issued by police authorities must be provided by the selected candidate.

Harrow Beijing is committed to safeguarding and promoting the welfare of children and young people and expects all staff and those connected to the school to share this commitment.

3.2 Travel frequency

No travel required Occasional travel required Frequent travel required