

Network solutions lead

Role brief

Directorate	Jisc technologies
Base location	Harwell
Job Grade	<i>B</i>
Job Level	<i>17</i>
Job family	Technical infrastructure
Date	January 2017
Reports to	Infrastructure delivery manager
Responsible for	Network connectivity solution design and supporting sales activities

1. Background

Jisc operates the Janet network and is currently in the process of evolving its customer base to exploit new markets and sectors.

The infrastructure division is responsible, amongst other things, for managing the lifecycle of Janet's national and regional network infrastructures, and for ensuring customers connect to the network in a way that both exploits the network to meet their requirements, whilst adhering to complex network design principles and restrictions.

The network solutions lead will work in the Infrastructure division and will support Jisc sales teams in designing network connectivity solutions for current and potential customers.

The network solutions lead is a one year fixed-term post.

2. Purpose and scope

The network solutions lead will be responsible for designing connectivity solutions for existing and potential customers, will have knowledge of Janet's regional and national network infrastructures, and will have experience of supporting sales functions in a technical environment.

The role requires extensive knowledge of network topologies and technologies, and demands the ability to develop and maintain strong working relationships with internal and external stakeholders at all levels.

The network solutions lead will report to the Infrastructure delivery manager within the Infrastructure division of Jisc technologies.

3. Key accountabilities and role outputs

Responsibilities will include but will not be restricted to:

- » Act as the senior connectivity design lead for all sales opportunities
- » Provide trusted technical advice and recommendations to customers and colleagues alike
- » Influence, persuade and negotiate with senior stakeholders in member and customer organisations
- » Engage directly with sales and account teams to support pre-sales activities

- » Develop excellent working relationships with partner organisations to ensure effective collaboration in responding to customer needs
- » Act as the lead technical advisor to project teams, colleagues and customers providing specialist technical expertise of the highest level
- » Work closely with senior network engineers to design complex connectivity solutions
- » Monitor sales activities in conjunction with network development and operational standards to ensure customer solutions are sympathetic to current network design principles and restrictions
- » Liaise with colleagues across the company to help ensure solution design activities are documented and tracked as required
- » Contribute to the development and deployment of new technologies within Jisc, drawing on technical developments in own field to meet emerging customer requirements
- » Maintain and develop the required technical knowledge by attending relevant meetings, workshops and events
- » Support the development of the company's quality processes and procedures
- » Represent the group at relevant meetings, conferences and working parties as required

4. Skills, knowledge and experience

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • A good general standard of education 	<ul style="list-style-type: none"> • JNCIS-SP and/or CCNP qualifications
Experience	<ul style="list-style-type: none"> • Significant experience in a senior pre-sales support role in a technical environment • Significant experience of network design, development and implementation 	<ul style="list-style-type: none"> • Experience of working in a distributed team
Knowledge	<ul style="list-style-type: none"> • A very thorough understanding of IP and optical network operations and network infrastructure design principles • A good appreciation of the environment in which the company operates and the issues that this brings • A good understanding of sales methods and processes. • A high level of literacy in IT personal productivity systems such as email, electronic diaries and relevant analytical tools 	<ul style="list-style-type: none"> • A good understanding of the Janet network, and Jisc customer business models • Thorough understanding of Jisc and partner organisations' products and services
Skills	<ul style="list-style-type: none"> • Self-motivated, and able to work under pressure and to tight deadlines • Ability to work independently within a fast evolving technical environment • Strong influencing and negotiation skills 	<ul style="list-style-type: none"> • Ability to provide authoritative technical advice while supporting the sales function • Customer-focused, with a

	<ul style="list-style-type: none">• Strong analysis and problem solving skills• Flexible in approach and able to adapt to new situations and issues• Good organisational, communication, presentational and interpersonal skills – with the capability to communicate concisely and effectively equally well with fellow engineers, non-technical colleagues and customers alike, including senior management	strong track record in placing customer needs at the heart of decision making
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5. Key contacts

- » Commercial sales team
- » Account managers
- » Core architecture team
- » Network service managers

Important additional information

The infrastructure delivery manager will discuss all elements of the role brief with the appointee on appointment and after six months, recognising that some elements may need changing.

The above is provided for guidance, is not contractual, and is not an exhaustive list of all accountabilities that the post holder may have.