

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Network Engineer

Digital, Data & Technology

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



West
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Council

Purpose and impact

The Network Engineer is responsible for supporting, maintaining and enhancing the council's network infrastructure to ensure services are secure, resilient and available. The role contributes to the reliable delivery of digital services by providing technical expertise across network operations, changes and incident resolution.

Accountable to

This role is accountable to the Networks Lead. The role sits within the Digital, Data & Technology department, part of the Resources Directorate at West Northamptonshire Council.

Responsibilities

1. Network Operations and Support

Provide day-to-day operational support for the council's network infrastructure, including local area networks (LAN), wide area networks (WAN), wireless networks (Wi-Fi), firewalls and remote access solutions. Monitor network performance and availability, responding proactively to alerts and issues to ensure services remain reliable and performant.

2. Incident and Problem Resolution

Diagnose and resolve network incidents and faults in line with agreed service management processes and service levels. Work collaboratively with colleagues and suppliers to restore services promptly, contribute to root-cause analysis and problem management activities, and help implement permanent solutions to prevent recurring issues.

3. Network Configuration and Change

Implement approved network configuration changes, upgrades and enhancements in accordance with change management processes. Ensure all changes are planned, tested, documented and deployed safely, minimising risk and disruption to users and critical services.

4. Security and Resilience

Support the secure operation of the network by implementing and maintaining network security controls such as segmentation, access controls and protective monitoring. Contribute to resilience and continuity arrangements by supporting redundancy, failover and recovery capabilities and participating in resilience testing and improvement activities.

5. Documentation and Standards

Maintain accurate and up-to-date network documentation, including diagrams, configuration records and standard operating procedures. Ensure all work complies with agreed technical standards, policies, licensing requirements and recognised good practice.

6. Collaboration and Continuous Improvement

Work closely with the Networks Lead, wider infrastructure teams, service desk and suppliers to support service delivery and improvement initiatives. Identify opportunities to improve network performance, reliability, security and efficiency, contributing ideas and lessons learned to support continuous improvement.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks

may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities	Essential / Desirable	Measured by
Good knowledge of networking technologies and principles	Essential	A, I
Ability to diagnose and resolve technical network issues	Essential	A, I
Understanding of network security and resilience concepts	Essential	A, I
Ability to work effectively under pressure during incidents	Essential	I
Strong communication skills with technical and non-technical users	Desirable	I

Experience	Essential / Desirable	Measured by
Experience supporting or maintaining network infrastructure	Essential	A, I
Experience working in an IT operations or service environment	Essential	A, I
Experience implementing network changes or upgrades	Desirable	A, I
Experience working with third-party suppliers or support providers	Desirable	A

Knowledge	Essential / Desirable	Measured by
Networking principles, protocols and infrastructure across LAN, WAN, Wi-Fi and remote access environments	Essential	I
Network security controls, including firewalls, segmentation, access control and secure connectivity	Essential	I
Incident, problem and change management practices in an IT service environment	Essential	A, I
Network monitoring, performance management and resilience approaches	Essential	I

Education, training and work qualifications	Essential / Desirable	Measured by
Relevant qualification or equivalent practical experience in networking or IT	Essential	A, D
Industry certifications (e.g. Cisco, networking-related)	Desirable	A, D
Evidence of ongoing professional development	Desirable	A, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Hours:	37	Primary work base:	One Angel Square
Job family band:	Band 8	Worker type:	Part-flexible
Salary range:	£42,861 - £46,304	Budget responsibility:	N/A
People management responsibility:	N/A		

Working conditions & how we work:

This role has been identified as a part-flexible worker type, this means that you will be able to worker from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

This position may entail some occasional travel to other WNC offices.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

