

Recruitment Information



**Network Support Engineer
Permanent**

Network Support Engineer

£27,107- £29,475 per annum plus membership of Civil Service pension scheme

As part of a small team of IT staff your role will be to support the users of ICT across all sites of National Museums Scotland, and to support and develop the ICT systems and network infrastructure.

You must be educated to at least HND level, or equivalent, in a computer related discipline or have relevant industry qualifications such as MCSE, CCNA. It is essential that you have experience of working in an ICT support role within a team environment providing excellent customer service to users, and liaising with external contractors and service providers.

It is expected that you will have participated in infrastructure projects, both in terms of operating systems and networking. Experience of Cisco switch configuration and producing technical documentation is essential. It is important that you have experience of a Microsoft Windows Server environment, including migrating to newer versions, and in managing virtualisation environments using Hyper-V. You must have some knowledge of O365 administration, IP telephony, firewalls, antivirus and backup products. Experience of Microsoft Azure cloud platforms and SCCM would be advantageous.

You will provide weekend and public holiday on call support on a 1:5 rota basis and the ability to travel to the other National Museums Scotland sites outside of Edinburgh is essential.

You are provided with a job description and person specification for further detail about the post. To apply visit www.nms.ac.uk. The closing date for completed applications is Sunday, 25 July 2021 at midnight. Please state reference number NMS21/32. It is anticipated that the selection event will take place on Wednesday, 04 August 2021.

Please note that CVs are not considered as part of applications and will not be forwarded to the shortlisting process.

Find out more about [National Museums Scotland](http://www.nms.ac.uk) and our range of [employee benefits](#).

National Museums Scotland is committed to being an Equal Opportunities Employer. We are keen that our workforce profile reflects the diversity of our visitors and audiences. Therefore, all jobs at National Museums Scotland are open to everyone and we encourage applicants from all backgrounds, irrespective of sex, gender identity, race, disability, religion or belief, sexual orientation or age. We welcome candidates who think they have the required skills and can make a contribution in this key role.

JOB DESCRIPTION

Post Title: Network Support Engineer		
Department: ICT (Information & Communication Technology)	Section: ICT Operations	
Directorate: Finance, Planning & ICT	Grade: 5	Hours: 37 (net)
<p>Purpose of Post:</p> <ul style="list-style-type: none"> To support the users of ICT across all sites of National Museums Scotland and to support and develop the ICT systems and network infrastructure. . 		
<p>Key Responsibilities:</p> <ul style="list-style-type: none"> Provide excellent customer service supporting users of all types of ICT across the museum Support and manage the wide area and local area networks for both data and telephony Support and manage National Museums' secure internet service Support, manage and contribute to the development of National Museums Scotland's ICT estate including availability, recovery, access control, security, software distribution, operating system and end-user device support Support and manage key National Museums' ICT systems and infrastructure such as Microsoft O365, Azure Virtual Desktop, email, SQL servers, centralised storage, web servers, back-up and anti-virus Develop the ICT infrastructure and systems in collaboration with the ICT Development team, including taking a lead role in selected projects. Update the Topdesk system in relation to ICT support calls in order to maintain accurate call histories of faults, requests, problems and changes. Utilise the change control systems involving National Museums' ICT infrastructure Provide an on-call support service in a 1-in-5 rota with the other ICT staff Liaise as required with other ICT staff to ensure the overall delivery of service as required within the department service plan Deputise for the ICT Operations Manager as required / requested Commit to good health & safety and access practice and ensure familiarity with National Museums' health & safety and access policies, procedures and guidelines 		

Expected Outcomes:

- A high level of customer satisfaction for ICT users
- A well-managed and supported network, including operating systems, data and voice communications over the whole of National Museums' estate
- A secure network for internet, cloud apps and other networked devices
- Managed key systems such as email, Azure, SQL servers, centralised storage, IIS servers, back-up and anti-virus

Reports To:

ICT Operations Manager

The post will be seconded to work for the ICT Development Manager for identified development projects

Facts and Figures:

Budget: None

Staff Managed: None

Indirect Staff Managed: None

Other:

Thinking Skills (Judgments / Decisions Made):

- Decisions on suitable ICT systems and solutions, ensuring industry standard deployments
- Decisions on security implications of system configurations and provide suggested solutions
- Ability to troubleshoot and problem-solve in order to rectify ICT infrastructure problems
- Decisions on when external support is required to provide advice or support on ICT projects

Communication and Contact:

Internal:

- Liaise with ICT colleagues on technical and support requirements
- To provide technical support, advice and feedback to IT users when required
- To provide support to the ICT Service Desk Technician and to ensure support is available during Service Desk hours
- To provide cover for the Service Desk

External:

- Liaise with external companies for technical advice and support

Most Challenging Parts of the Job:

- To ensure continual support and uptime of the National Museums' ICT infrastructure
- To maintain the security and integrity of the network
- To react quickly and provide solutions to ICT problems
- To continuously update skills and acquire new techniques and knowledge, keeping pace with rapid ICT development

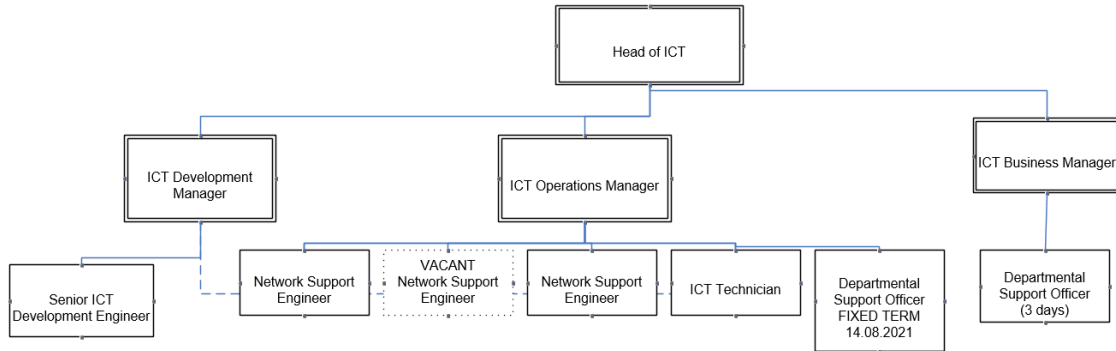
Other Requirements, e.g. Multi-site Working, On Call, etc:

- Required to participate in an on-call rota for weekends and public holidays
- Required to attend all the other sites as needed to rectify/attend ICT issues

Organisational Chart

Information and Communication Technology (ICT)

Thursday, 01 July 2021



PERSON SPECIFICATION

Post Title: Network Support Engineer		
Department: Information & Communication Technology (ICT)	Section: ICT Operations	
Directorate: Finance, Planning and ICT	Grade: 5	Hours: 37 (net)

Knowledge	Essential or desirable	Evidence assessed by
Qualification (i.e. at least to Higher National Certificate or equivalent) or relevant industry standard qualifications (i.e. MCSE, CCNA)	Essential	Certificate / Application
Up-to-date knowledge of ICT technologies, including Microsoft O365, MS operating systems and desktop applications, and Cisco network and wireless infrastructures	Essential	Application / Selection Event
Knowledge of virtualisation techniques	Essential	Application / Selection Event
Knowledge of Microsoft server technologies to Microsoft Certified Professional (MCP) standard or equivalent	Desirable	Certificate / Application / Selection Event
Knowledge of Cisco technologies to Cisco Certified Network Associate (CCNA) standard or equivalent	Desirable	Certificate / Application / Selection Event
Knowledge of Internet Protocol (IP) Telephony technologies and implementations	Desirable	Application / Selection Event
Knowledge of Azure Virtual Desktop Infrastructure	Desirable	Application / Selection Event
Knowledge of Internet Information Services (IIS) Management and Configuration	Desirable	Application / Selection Event

Skills	Essential or desirable	Evidence assessed by
Good written and verbal communication skills	Essential	Application / Selection Event
Able to solve technical problems and provide technological solutions or recommendations	Essential	Application / Selection Event
Driving licence	Desirable	Licence
Experience	Essential or desirable	Evidence assessed by
Experience of working on infrastructure projects, in terms of operating systems, or connectivity, or both	Essential	Application / Selection Event
Experience of working in a support role within an ICT team	Essential	Application / Selection Event
Experience of producing technical documentation	Essential	Application / Selection Event
Experience of working with outside contractors and service providers	Essential	Application / Selection Event
Experience of working with all (and having good working knowledge of at least two) of: firewalls; O365 administration; SQL server; anti-malware; and back-up products	Essential	Application / Selection Event
Experience of working with and supporting virtual servers	Essential	Application / Selection Event
Experience of Cisco switch configuration	Essential	Application / Selection Event
Experience of using SCCM	Desirable	Application / Selection Event
Experience of policy-based administration, including file distribution, using Microsoft Active Directory	Desirable	Application / Selection Event
Experience of upgrading and migrating to different levels of Microsoft operating systems and applications	Desirable	Application / Selection Event
Experience of Azure Services	Desirable	Application / Selection Event
Experience of ITIL Service Desk functionality such as Topdesk	Desirable	Application / Selection Event

National Museums Scotland has a Competency Framework with six competencies. Individuals for this job are expected to demonstrate competence in the following five; these will be assessed from the Application Form, and, if you are invited to attend, at the Selection Event.

Competency	Level	Detail
<p>Building Relationships</p> <p>Works effectively and professionally as part of their team and cooperates with others across the organisation; collaborates and networks externally for specific outcomes and projects; forms partnerships, nationally and internationally, for mutual benefit</p>	2	<ul style="list-style-type: none"> • Understands other National Museums Scotland's roles and functions, including interdependencies and the impact these have on own area of work. • Promotes and raises awareness of own role, department and function, internally or externally • Encourages co-operation between departments, sites and directorates. • Considers and sees different perspectives on issues, between people, across departments or organisations for mutual benefit. • Works with external stakeholders and organisations to deliver objectives
<p>Communicating & Engaging</p> <p>Uses interpersonal skills flexibly to communicate, influence, persuade and negotiate to ensure a shared understanding and commitment to act</p>	2	<ul style="list-style-type: none"> ▪ Communicates regularly, accurately, timely and appropriately. ▪ Facilitates two-way communication, encouraging dialogue and exchange both throughout and out with the organisation. ▪ Adapts own style of communication to suit different people's needs. ▪ Demonstrates empathy and understanding in all communications. ▪ Confidently influences others, rather than manipulating or imposing ideas.
<p>Focusing on your Customers</p> <p>Places the customer at the heart of what we do; engages, listens and responds to deliver excellent service; creates an outstanding experience and supports a culture of service excellence, both internally and externally</p>	2	<ul style="list-style-type: none"> ▪ Requests and receives feedback from customers in a constructive and positive way. ▪ Anticipates customer concerns and reactions; and pre-empts these by addressing them upfront. ▪ Is able to assess quickly what a customer wants and gets straight to their needs. ▪ Offers a 'bespoke' service and solution to the customer, meeting any special requirements. ▪ Responds calmly, tactfully and firmly when dealing with difficult situations to resolve the issue.
<p>Improving & Innovating</p>	2	<ul style="list-style-type: none"> ▪ Seizes opportunities and acts quickly before they are lost. ▪ Thinks creatively and solves problems collaboratively.

<p>Builds personal and organisational capability to think creatively and continuously improve National Museums Scotland, to enable it to excel and lead within the sector</p>		<ul style="list-style-type: none"> ▪ Facilitates and plans in opportunities for staff and stakeholders to contribute their ideas and suggestions. ▪ Access networking and expert groups, benchmarks and other organisations. ▪ Maintains and shares a network of useful external contacts to facilitate learning and idea generation.
<p>Planning for Success</p> <p>Realistically plans tasks and manages workload; develops programmes and manages projects in consultation with stakeholders, within existing resources, and makes informed decisions for effective delivery</p>	<p>2</p>	<ul style="list-style-type: none"> ▪ Develops and implements plans for delivery, building in flexibility to cope with last minute demands. ▪ Takes into consideration the impact of actions and decisions on others and puts in place measures to minimise them. ▪ Consults with relevant stakeholders to ensure the output, the outcome and the plan to meet their needs. ▪ Prioritises own workload to meet conflicting demands. ▪ Thinks ahead to identify potential obstacles and proactively solves issues to minimise the impact on delivery.



General Information – Network Support Engineer

Salary

The salary range is £27,107- £29,475 per annum. Salary on appointment will be subject to qualifications and experience and will normally be within the bottom quarter of the pay range. Pay, including pay progression, is reviewed in negotiation with the recognised trade unions, with an annual settlement date of 1 April.

Where an internal candidate successful applies for a post which is the same grade as their current post, they will transfer to the new post on the same salary with pay progression as normal.

Hours

Normally a five-day week of 37 hours, excluding lunch breaks. Normal hours of attendance are Monday to Thursday 08:30 to 17:00, Friday 08:30 to 16:30. As an alternative, a flexible working system is in operation.

You will also provide weekend and public holiday on call support on a 1:5 rota basis

Location

This post is based at the National Museum of Scotland, Chambers Street, Edinburgh, EH1 1JF with travel to other Museum sites as required.

Probation

New employees are on probation for a period of six months from date of appointment.

Pre-employment Checks/Eligibility to Work in the UK

Any offer of employment will be made subject to:

- receipt of references which are satisfactory to National Museums Scotland and cover the full three-year period prior to the date of appointment.
- a Basic Disclosure Scotland check, the result of which must be satisfactory to National Museums Scotland. The cost will be refunded.
- completion of a health declaration form, which is satisfactory to National Museums Scotland.
- Receipt of documentation confirming eligibility to work in the UK.

Please note that where more than one candidate is assessed as having met the criteria for the post, National Museums is obliged to offer the post to an eligible candidate who already has the right to live and work in the UK (a settled worker), before considering a candidate for whom a Certificate of Sponsorship application would be required. This is because any such application would need to show that no suitably qualified settled worker is available for the post.

Selection Process

We use competency based selection process. If you are invited to a selection event you will be asked to participate in activities that will enable us to assess your performance against our Competency Framework. Details of our competencies can be found in the Person Specification.

It is anticipated that this selection event for this post will take place on Wednesday, 04 August via Microsoft Teams.

