



Network & Security Technician

Closing Date: 02/06/2022, midday

Expected Interview Date: 15/06/2022

Recruitment Reference:

HES/22/132

Starting Salary:

£ 26,341 per annum, PDP Allowance after 9 months*

Salary Range:

£ 26,341 - £ 32,669 per annum

Pay Band:

C

Directorate:

Finance and Corporate Services

Location:

Longmore House

Line Manager:

Network & Security Manager, David Gentleman

Contract Type:

Permanent

Working Hours:

Full time (37 hours per week)

Thank you for your interest in the post of Network & Security Technician with Historic Environment Scotland, based at Longmore House This is a permanent and pensionable appointment.

We are seeking a Network & Security Technician to join the team supporting the Network and Security functions within the IT department. The successful candidate will act as a team member handling second line escalation for all network and security related faults and be a contributor to ensuring that all SLAs are met in relation to customer faults.

About us

We are the lead body for Scotland's historic environment; a charity dedicated to the advancement of heritage, culture, education and environmental protection. We're at the forefront of researching and understanding the historic environment, and addressing the impact of climate change on its future. We investigate and record architectural and archaeological sites and landscapes across Scotland and care for more than 300 properties of national importance. We have a People Strategy, which is an overarching strategy to ensure we support and develop staff within the organisation.

Our Vision

Our vision is that Scotland's historic environment is cherished, understood, shared and enjoyed with pride by everyone.

Our Priorities

- The historic environment makes a real difference to people's lives
- The historic environment is looked after, protected and managed for the generations to come.
- The historic environment makes a broader contribution to the economy of Scotland and it's people
- The historic environment inspires a creative and vibrant Scotland
- The historic environment is cared for and championed by a high performing organisation.

Overview of the post and information about the team

Reporting to the Network & Security Manager, this post will be part of the team responsible for Network and Security activities within the IT department. You will act as second \ third line escalation for all network related faults and be part of the team responsible for ensuring that all SLA are met in relation to customer faults.

This post will also work closely with other managers in Service Operations and our Internal Project Managers and Solutions Architects on the design and implementation of new solutions

The post holder may occasionally be expected to travel, with equipment and hardware to our sites around Scotland – some of which will be remote sites and include overnight stays and out of hour's work.

HES IT are in the early stages of aligning with Scottish Government DDAT framework, the job description and title may change when this review is complete.

*In addition, this post attracts an Personal Development Payment of £4,000 per annum after a nine-month qualifying period.

Key responsibilities, duties and objectives

- Keeping documentation up to date on key sites including asset tracking, quotations and systems.
- Second- and third-line support.
- Interaction with 3rd party suppliers and contractors for escalation of faults and orders.
- Diagnosing and rectification of issues on our WAN, LAN & WLAN Networks including SD-WAN.
- Day to day management of Network Connected systems such as BMS, AMR, EMS, CCTV and the devices they connect to, or through (routers, switches, firewalls, access points et cetera).
- Management of server hosted applications such as DHCP, DNS etc.
- Procurement and implementation of Public and Private Security Certificates in conjunction with the Hosting and Storage Team.
- Occasional travel (using a HES or rental Vehicle), with equipment and hardware to our sites around Scotland – some of which will be remote sites and include overnight stays and out of hour's work.
- Work with members of the Service Desk, Project Managers, Architects, and others to facilitate support and the delivery of solutions.
- Configuration and monitoring of Cyber Security Solutions including IRONSCALES (anti-phishing).
- Other duties as delegated by Network & Security Manager

Post Competencies

You will be assessed against these competencies during our selection process.

Core Competencies:

- Delivering excellent Service – Demonstrating a commitment to quality services
- Teamwork - Contributing to and supporting working together
- Planning and Organising - Putting plans and resources in place to achieve results
- Communication - Communicating appropriately and clearly
- Knowledge & Expertise - Applying and developing knowledge and expertise to achieve results - (See below for specific criteria)

Management Competencies:

- Achieving results - Focusing on the delivery of objectives
- Leading a Team/Project/Task – Focusing on leading a Team/Project/Task or developing people.

Knowledge, skills and experience

You will be required to demonstrate that you meet the requirements and qualifications below as part of the selection process.

Essential requirements:

- Demonstrate a clear understanding of network and security topologies (LAN, WAN, WLAN and SD-WAN & VPN's) and network protocols (MPLS, OSPF, BGP, STP).
- Experience in configuring network switches, routers and firewalls from the command line.
- Have a basic knowledge of telecommunications and methods of delivering connectivity (DSL, FTTC, FTTP, Mobile, P2P Wi-Fi et cetera).
- A valid UK drivers' licence.

Desirable requirements:

- Experience in Network Monitoring Tools.
- Experience in Network Problem Solving

Qualifications & Professional Memberships:

- SCQF Level 10 qualification in a relevant discipline or experience in networking – Desirable
- An industry recognised certification in Networking (CCNA in Routing and Switching or equivalent)



What we offer

We welcome applications from all nationalities, assuming that they have the right to work in the UK: applying for a job with us could open the door to a unique work environment. It will give you job satisfaction and excellent development opportunities, plus a competitive salary, 25 days paid holidays (rising to 30 days after 3 years' service) and 11.5 public holidays a year – pro rata for part time staff.

In addition we offer a great benefits package to our employees which includes:

- flexible working hours (where appropriate)
- special leave
- maternity/paternity leave
- adoption leave
- reimbursement for relevant professional subscriptions
- support for further education and personal development
- study leave for work related courses
- access to a learning resource centre

Health and welfare

We offer you access to:

- our Employee Assistance Programme – for confidential advice and counselling
- an occupational sick pay scheme
- discounts at some local authority leisure facilities
- access to a free Headspace membership
- interest free loans for bicycles and annual travel passes (see 'season ticket' below)
- reasonable adjustments when needed, as part of our Equalities policy

Staff discounts

You will receive:

- free entry to all of our properties (with up to three guests)
- free entry to English Heritage, Manx and Cadw properties
- 20% off purchases in our retail outlets

Season tickets

You can receive an advance to help with the cost of buying an annual season ticket for travel between home and work. The advance is then repaid from your salary over the life of the season ticket. Available to all permanent and fixed-term staff.



How to apply for this post

You can apply on-line by visiting our website at <https://applications.historicenvironment.scot/>

Guidance on completing the application can be found in the 'Guidance notes for applicants' document, also available at the above website, which we recommend that you read, in conjunction with this Job Description.

Your application must arrive by the advertised closing date. Please note that when applying online, we will only be able to see your application once you fully submit it.

If you are unable to complete an online application form, please email recruit@hes.scot, quoting the job title and recruitment reference, and we will arrange for an application form to be sent to you.

Please note that, as we operate an electronic recruitment system, we will contact you via the email address that you provide in your application to inform you of the outcome of your application.

For further information about the post, please contact David Gentleman, IT Service Operations Manager, David.gentleman@hes.scot .

We welcome all applicants from under-represented groups within HES. We know from our [equality monitoring](#) that we need to increase our diversity in terms of ethnicity and disability. We also want to address occupational areas where the ratio is disproportionately in favour of women or men. We ask all applicants to complete the Equality Monitoring section of the recruitment paperwork to help us pursue a diverse and inclusive workforce. In support of our Gaelic language plan we welcome applications from Gaelic speakers.

Human Resources
Historic Environment Scotland