

## Convergence Group Network Limited - Job Description

<b>Position:</b>	Network / Operations Manager
<b>Hours:</b>	09:00 – 17:30
<b>Holidays:</b>	22 annual and 8 statutory days
<b>Responsible to:</b>	Managing Director
<b>Main Relationships:</b>	All Technical Departments

### Job Purpose:

The Network / Operations Manager will have significant experience within the industry and will have a solid technical understanding of key technologies such as Wide Area Networks (WAN's), Local Area Networks (LAN's) routing, switching and Cisco hardware. The candidate will also possess excellent team management, resource management and leadership qualities.

You will be responsible for the day to day operational management and prioritisation of three departments being; service-desk (1<sup>st</sup> & 2<sup>nd</sup> line support), core network management (3<sup>rd</sup> line support) and provisioning (Network installations). You will have 3 direct reports and be expected to manage, lead, inspire and mentor these people to support the rapid growth the company is experiencing. Time management is essential and you will thoroughly understand the need for process, procedure and general governance.

The role will be exciting and you will be a very important, influential member of the growing 'executive team managing one of the fastest growing technology companies in the Midlands. The right candidate will come from a Network or ISP background and have a minimum of 10 years industry experience at a senior level.

### Duties:

The main functions of a Network / Operations Manager are:

- Overall Management of 3 technical departments
- Operationally Oversee R&D of the Core Network Infrastructure;
- Oversee and ensure delivery of a first class Service Desk (1<sup>st</sup> & 2<sup>nd</sup> Line support);
- Oversee delivery of Project Plans, Technical Specifications and statements of work;
- Oversee development of Strategic Business Plans that ensures continuous improvement of all business systems;
- Overall responsibility for Departmental Budgets;
- Board level reporting on a monthly basis
- Stakeholder and Client Engagement / Business Relationship Management;
- Introduction/maintenance of effective and robust Best Practice / Governance procedures e.g. ITIL, ISO etc;

### Person Specification

	<b>ESSENTIAL CRITERIA</b> <i>(Desirable in Italics)</i>	<b>EVIDENCE</b>
<b>VALUES</b>	<ul style="list-style-type: none"> <li>• To act with Integrity and respect</li> <li>• To be passionate about Customer Service</li> <li>• To be creative and innovative</li> <li>• To be accountable and responsible for self-actions</li> <li>• To genuinely care about people</li> </ul>	Application & Interview
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• TCP/IP</li> <li>• Wide Area Networking &amp; Local Area Networking</li> <li>• Routing &amp; Switching</li> <li>• CISCO</li> <li>• Team Management &amp; resource planning</li> <li>• Senior level reporting &amp; management</li> </ul>	Application & Interview
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• 10 years+ industry experience</li> <li>• Telecommunications experience</li> <li>•</li> </ul>	Application & Interview
<b>ABILITY</b>	<ul style="list-style-type: none"> <li>• Excellent organisational skills</li> <li>• Excellent communications skills</li> <li>• Highly organised and able to multitask</li> <li>• The ability to lead and motivate teams, good interpersonal skills, practical and organised with excellent time management skills, whilst being adept in problem solving.</li> </ul>	Application & Interview
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Degree Qualified</li> <li>• Project Management (Prince etc)</li> <li>• Cisco qualifications</li> </ul>	Application
<b>CORE COMPETENCIES</b>	<ul style="list-style-type: none"> <li>• Articulate</li> <li>• Methodical</li> <li>• Structured</li> <li>• Self-Motivated</li> <li>• Accurate/Attention to detail</li> </ul>	Application & Interview