

CANDIDATE PACK

Senior Network Engineer: Infrastructure,
Data & Telecoms (IDT)

Information Systems & Support (ISS)



OUR UNIVERSITY

Under the inspirational leadership of Professor Peter Bonfield OBE, the University of Westminster is a place where discoveries are made, barriers are broken, diversity is celebrated and where everyone is welcome. Serving more than 21,000 undergraduate, postgraduate, apprentice and executive students, our mission is to transform the lives of young people from all backgrounds. We seek to make the world a more inclusive, sustainable, better and healthier place through our educational, research and knowledge exchange endeavours.

Since our founding in 1838 we have stood out as innovators, committed to tackling social inequalities. In 2021, our University ranked 2nd in England out of more than 100 higher education institutions for social mobility. The ranking - produced by the Institute for Fiscal Studies and the Sutton Trust - compares the number of students from low-income backgrounds at universities, and the extent to which their studies helped them to move up the income ladder. Westminster has the second highest performance among universities in England.

As we focus forward to 2029, we will continue to do so in a way that is true to our progressive, compassionate and responsible values. Our education offer will be more personalised and authentic, giving students from all backgrounds an opportunity of transformative learning, helping them succeed in their studies and professional lives. Our curriculum will be employability-linked, leading to stronger outcomes and helping prepare our graduates for the world of work and for life. Our research and knowledge exchange will enable us to maximise our positive impact on societies in the UK and around the world in an environment where everyone is inspired to succeed. Our priorities of wellbeing, inclusion and sustainable development will help us as we navigate through the challenges and opportunities towards 2029.



OUR PRIORITIES

The University's 2022-2029 strategy, *Being Westminster*, sets us apart and builds on our unique history and achievements. In our University, we value social justice, moral conscience, inclusivity and equality, acting positively together to make change for good.

The University of Westminster has three priorities.

WELLBEING

Working and studying together at Westminster as a community of students and colleagues is a big part of our lives - doing so in an environment that places our wellbeing front and centre helps us to be safe and feel safe. We care for the safety, health and wellbeing of those around us as well as ourselves.

INCLUSION

All Westminster, colleagues and students are in a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and is a place where harassment and discrimination are not tolerated. As a responsible institution, we strive to ensure and to champion equality. As a progressive institution, we take pride in our diversity. As a compassionate institution, we commit to an inclusive culture that allows students and colleagues to reach their full potential.

SUSTAINABLE DEVELOPMENT

We take inspiration from the 17 United Nations' Sustainable Development Goals (SDGs) in how we drive our actions and activities and governance across our University. As a community, we bring together our collective energies to play our part in addressing the climate crisis and inequalities to enable a more sustainable and socially just world. We are one of the top 20 universities in the world in SDG 5 for providing equal access and supporting the academic progression of women. We are one of the top 25 universities in the world in SDG 10 tackling economic, health based and international inequalities. We are in the top 50 universities in SDG 12 for promoting resource and energy efficiency, having a sustainable infrastructure, and providing access to basic services for all.



OUR OBJECTIVES 2022-2029

Against a backdrop of a changing and challenging higher education environment, the University has recently completed a major review of its objectives and strategy, and has published its commitments for the period 2022-29.

EDUCATION

We will offer personalised and authentic education, underpinned by an inclusive curriculum, to enable all our students, from all backgrounds, to engage in transformative learning and to succeed in their studies and professional lives. We will address global, political, and social challenges through a relevant demand-led and forward-looking portfolio. We will do this by offering authentic teaching, learning and assessment modes which immerse students in the wider-world through live projects, work-based learning and global opportunities. We will invest in our people to enable all teaching colleagues to plan and deliver exceptional learning experiences and professional colleagues to offer exceptional support. Students will be empowered by working in partnership with colleagues and fellow students to shape the Westminster experience. We will develop an integrated physical and digital environment that supports excellent practical, active and collaborative learning for all our students.

RESEARCH AND KNOWLEDGE EXCHANGE

Research and knowledge exchange are fundamental to our commitment to making a positive difference to the world and transforming lives. We are committed to research in four priority areas: Diversity and Inclusion; Health Innovation and Wellbeing; Sustainable Cities and the Urban Environment; Arts, Communication and Culture. Our excellence in research and knowledge exchange will infuse our education endeavour, inspiring and equipping our students as agents of change locally as well as globally. We will continue to grow our community of PhD researchers, ensuring that the Westminster postgraduate research experience remains sector leading and the foundation for great careers. In knowledge exchange we will focus on engagement with government, business and with the public and local community. We will achieve more when we identify shared interests and build partnerships with our communities and collaborate for the public good with a clear civic purpose.

EMPLOYABILITY

We will ensure that all our students benefit from employability-led learning and purposeful engagement with employers, business and industry, to give students from every background the best possible preparation for the world of work and enable the best possible employability outcomes. We will do this through the further extension and embedding of programmes such as work-based and placement learning; the Westminster Employability Award; Westminster Working Cultures; mentoring; and student enterprise. Employability-related learning will be a core and critical part of the courses and curriculum we offer, right across the University. It will be front and centre of life at the University for students and colleagues.



A key priority will be the development of a dedicated Centre for Employability and Enterprise at 29 Marylebone Road, intended to transform our student experience and our engagement with business, industry and employers. The Centre will provide a game-changing experience through which undergraduate and postgraduate students from across Westminster will come together and practise enterprise; develop an entrepreneurial mindset and skills; access training, work, projects, business advice and mentoring; and connect directly with employers. The future-focused environment of the Centre will scale up our employability provision, helping our students to be 'fit for the future' in the most challenging of post-pandemic labour markets and economic environments. It will strengthen links between our UK-based and international employer partners and our motivated, bright, work-ready students, affording employers access to a diverse mix of people right for the needs of the contemporary workforce.

GLOBAL ENGAGEMENT

We will raise the international reputation and reach of the University, ensuring that 30% of our undergraduate community and 70% of our taught postgraduates come to us from overseas. Overseas partnerships will remain central to our global engagements. We will prioritise the outward mobility of our students to partner institutions, Contributing to students' development of employability skills and competences. We will extend and deepen our Trans-National Education relationships. These partnerships, particularly that with Westminster International University in Tashkent, will move beyond franchised or validated arrangements to embrace employability, alumni-related research, CPD and knowledge exchange connections.



OUR STRUCTURE

ACADEMIC STRUCTURE

Our structure is built to deliver an enhanced learning environment, stronger and broader industrial, international and professional connections and pioneering and impactful research. The University comprises three Colleges:

Westminster Business School

- School of Organisations, Economy and Society
- School of Finance and Accounting
- School of Applied Management
- School of Management and Marketing

College of Creative Arts and Technologies

- School of Architecture and Cities
- Westminster School of Arts
- School of Computer Science and Engineering
- Westminster School of Media and Communications

Liberal Arts and Sciences

- School of Social Sciences
- Westminster Law School
- School of Humanities
- School of Life Sciences

The University Executive Board comprises:

- Vice Chancellor and President
- Deputy Vice Chancellor (Employability and Global Engagement)
- Deputy Vice Chancellor (Education and Students)
- Deputy Vice Chancellor (Research and Knowledge Exchange)
- Chief Operating Officer and University Secretary
- Three Heads of College

PROFESSIONAL SERVICES

Our Professional Services teams support the effective and professional delivery of our teaching, research and knowledge exchange and the management of student residences and sports facilities.

- Academic Registry
- Business Engagement and Graduate Futures Directorate
- Estates
- Finance and Commercial Activities
- Global Recruitment, Admissions, Marketing and Communications
- Digital and Technology Services
- People, Culture and Wellbeing
- Strategy, Planning and Performance
- Student and Academic Services
- Research and Knowledge Exchange Office
- Graduate School
- Learning Innovation and Digital Engagement



JOB DESCRIPTION

Job Title: Senior Network Engineer: Infrastructure, Data & Telecoms (IDT)

Reports to: Team lead: IDT

Department: Information Systems & Support (ISS)

Grade: NG7

ROLE PURPOSE

The post holder will be a senior member of the Infrastructure, Data & Telecoms Team taking a leading role in the successful, design, development and implementation of Network and Telecommunications systems and support the effective and efficient delivery of day to day operational services, delivered against an ITIL quality management framework.

PRINCIPAL ACCOUNTABILITIES

1. Take a leading role in the design, development, implementation and operational support for Infrastructure, Data & Telecoms Team services with a focus on core data networking and wireless infrastructure services and systems; support the evaluation of existing systems and the design, implementation and management of new / improved systems as part of an integrated infrastructure that is responsive to the needs of the student, academic and professional users which reflects the University's Information Strategy.
2. Take a leading role for capacity planning and identifying areas of technical development with core data networking services and management tools and associated utilities. Lead on the continuous improvement of Network Infrastructure Team services, delivering process alignment and documentation to enable support providers to best service our customers.
3. Take a leading role in the design, development and testing of solutions based on existing or new technologies, with an emphasis on developing expertise in data, voice and wireless network design and administration; Contribute to strategic planning in areas of specific expertise or responsibility; proactively identify potential improvements to services, based on analysis of support queries, user feedback and market research.
4. Take a leading role in the coordination and collaboration with external support partners for both network and telecommunications infrastructure services, and systems in the effective delivery and support of 3rd party services ensuring that all parties are able to provide a quick and effective response when issues arise.



5. Use the Information Services project framework to channel significant requests for new work and take a leading role in project activities, which includes own work and monitoring others, support project deliverables that meet customer expectations.
6. Provide support and training to other Information Services staff as appropriate; document and present technical user guides as appropriate; ensure all operational responsibilities are delivered with a focus on excellence on services standards, adhering to ITIL processes and practices across the full range of services whether provided in- house or by external supplier.
7. Work collaboratively within Information Services and across all University departments in the support and delivery of IT services, with particular focus on close integration between IT Infrastructure, Business Information Systems, Estates and Facilities and Internet & Education Technology groups to promote business continuity, sustainability and corporate social responsibility
8. Participate as part of the broader ICT Operations to ensure that the network is properly managed, well documented and kept up to date to the support both Business Continuity and Disaster Prevention/Recovery plans, ensuring that all associated documentation, diagrams, and schematics are provided in a timely and efficient manner, embrace new networking requirements and standards and keep up to date with emerging network and telecommunication technologies.
9. Play an active role in the monitoring and progression of requests for network and telecommunications assistance and expertise and ensure that users and other interested parties are kept informed; take an active role in the resolution of users service problems; note and investigate problems and identify performance trends; take corrective action to improve performance and to avoid problems arising; provide trouble shooting support for network and telecommunications systems as required, responding in a timely manner to support queries from the Service Desk
10. Undertake any other duties as appropriate within their competence as required by the Team Lead from time to time.

CONTEXT

The post holder will take a senior role within our Infrastructure, Data & Telecoms support and development and will work closely with other members of the ICT Operations group. S/he will be key in the development and support of systems and services, in the context of the University's Information Strategy, and in a way in which enables the University to take advantage of leading edge developments in IT.

Ensuring the ongoing operation of the University's ICT infrastructure has become increasingly critical to underpin those services and systems which support the successful delivery of Teaching and Learning with networking,



wireless, and IPT technologies supporting core enterprise services.

The University continues to invest consistently in the development of network and telecommunications infrastructure in line with agreed University and departmental strategies and operational plans. The group continues to ensure that it is able to take advantage of leading-edge developments within industry and which will be beneficial to the delivery of ICT services across the estate.

The University's enterprise service and systems infrastructure is delivered using a mix of externally hosted or Cloud based solutions and in-house provision, based on commercial off-the-shelf and open source software. There are two data centres (Central London and Harrow) with real-time replication between both sites for resilience and business continuity. Services are provided to on-campus and remote users.

Current network and telecommunications services are delivered via:

- High capacity Brocade Core routers running MPLS and VRRP to underpin the delivery of core enterprise services.
- HPE Procurve, FlexNetwork routers and edge switches delivering 1Gb and Power Over Ethernet to the LAN.
- Netscaler load balancers supporting high availability of services.
- Border Gateway routers supporting connectivity to Janet and the wider Internet via resilient BGP peering's.
- Resilient meshed WAN design delivering 1Gb and multiples of 1Gb and 10Gb inter site connectivity to support high availability of services and system operating within the data centres.
- DNS and DHCP services running on Bluecat resilient infrastructure. Wireless services delivered across a resilient Aruba infrastructure offering a range of connectivity speeds up to 802.11ac and utilising the Janet eduroam service and a in house visitor WiFi provision.
- A range of network traffic and capacity management systems to administer services including HPE IMC platform. Telephony services delivered across an Alcatel Lucent Voice over IP system utilising intelligent handsets, operator suite, call centre environment and mobile devices.
- Resilient telecoms network services utilising multiple routes to operator networks including SIP trunking and session border controllers.

The post holder will be expected to lead in the design, development and implementation of services and support the coordination and day-to-day support of network services throughout the University with over 20,000 active switch ports, circa 190 L2 switches, 15 L3 routers, 600 wireless access points delivering 802.11ac technologies utilising the Janet eduroam service.

S/he will ensure all network services are by nature designed and delivered with resiliency and high availability providing BCP/DR processes for core data centre networking, external Internet connectivity, wireless services and the IP Telephony system. The post holder will be involved in a variety of projects that can range from small one week roll outs of a new service, to much longer and large scale network and telecommunications



deployments, and will be expected to follow and monitor the change control procedures that are used within the University. S/he will be expected to follow and monitor the change control procedures that are used within the University and work closely with information security colleagues to ensure the integrity of all network systems and services. The post holder will be expected to design and configure a range of active and passive hardware across the University estate and as such will be expected to participate in lifting and handling equipment and working at height.

The post holder will be expected to take every opportunity to foster cross-team project working and to develop a culture of sharing knowledge and information throughout ISS. S/he will work closely with the Team Leader in the delivery and ongoing operational support of the network and telecommunications infrastructure and will also be expected to foster strong working relationships with key University staff as well as external contractors and consultants on the delivery of network services.

DIMENSIONS

Staffing: The post holder will not have line management responsibilities, but he/she will be expected to lead project-related teams, be involved in offering induction, training and day-to-day guidance to other staff and in mentoring colleagues in their own areas of knowledge or expertise.

Budgets: The post holder will support the planning and monitoring budgets related to Infrastructure, Data & Telecoms systems, services and licences.

Hours: The post holder will work 35 hours per week between the service hours of 08:00 and 18:00, the post holder may be required to work evenings and weekends from time to time where project/operational needs demand; this will be agreed by prior arrangement.

Location: All University appointments are made on the understanding that staff may be asked to serve at any of the University's sites should the need arise. The post holder must also work in accordance with any agreed service levels.

Professional Development: The University of Westminster is committed to continuous professional development, and the post-holder will be encouraged to participate in professional activities and to develop new skills where necessary.

Health and Safety: The post holder is required to have an understanding of individual health and safety responsibilities and an awareness of the risks in the work environment, together with their potential impact on both individual work and that of others.



PERSON SPECIFICATION

QUALIFICATIONS

Essential

- Educated to degree level or at least 5 years + equivalent experience.
- A qualification in computing at professional level or equivalent experience.
- Vendor accredited network qualifications e.g. Cisco CCNP, Brocade BCNP, HP Master ASE or similar
- ITIL certification (foundation level or above).

Desirable

- Prince 2 Foundation Certification or similar Project Management qualification.
- Appropriate professional body membership or certification of skills
- Vendor accredited network qualifications e.g. Cisco CCIE or similar
- A qualification in wireless networking
- A qualification in IP Telephony

TRAINING AND EXPERIENCE

Essential

- Demonstrable experience in the development and operational support of data networks with large multi-site environments.
- Experience of working in an ITIL based environment with emphasis on change control, incident management, etc.
- Experience and working knowledge of designing and deploying wireless networking services and system
- Demonstrable knowledge and experience of networking design, configuring and deploying core routers and edge switches operating at L3/L2
- Experience and working knowledge of network management and services and systems
- Demonstrable knowledge and experience of networking protocols with particular emphasis on TCP/IP, BGPv4, MPLS, VRRPE, OSPF, DNS/DHCP, IPv6, 802.1q, QoS, PoE, Multicast, 802.11ac wave2, RADIUS.

Desirable

- Experience of application aware firewalls
- Knowledge and experience of highly available application load balancers operating at L4-L7
- Knowledge and experience of IT Business Continuity and Disaster Prevention/Recovery
- Knowledge and understanding of security issues relating to networks
- Some knowledge and experience of working with mobile telephony providers
- Experience of writing scripts to automate reporting and maintenance activities



- Experience of working with authentication services such as RADIUS, TACACS+.

APTITUDES, ABILITIES AND PERSONAL ATTRIBUTES

Essential

- Ability to work effectively as a member of a team or individually.
- Ability to collaborate and build effective relationships with key stakeholders
- Ability to establish and manage priorities
- A customer-orientated and innovative approach to service design and delivery.
- Ability to articulate technical options both orally and in written form
- Ability to work to set objectives and agreed timescales
- Ability to cope with rapid change
- A positive attitude with initiative and drive
- Patience with an orderly approach to problem solving
- Ability to work under pressure to tight deadlines while applying quality standards to all tasks and ensuring that nothing is overlooked
- Ability to work flexibly by taking account of new information or changed circumstances and modifying understanding of a problem or situation accordingly
- Able to deal effectively with unexpected situations, taking advantage of opportunities and overcoming problems
- Ability to learn new skills quickly
- Ability to interact effectively, using good interpersonal skills.

Desirable

- Good communication skills with people from a wide variety of backgrounds; proficient in receiving and explaining complex ideas with clarity and of presenting technical information to non-technical audiences.
- Able to provide direction and influence/ persuade others to take a specific course of action when there is no direct line of command or control.
- A positive advocate for change; not afraid to propose innovative and potentially difficult solutions; sensitive to the impact of change on others.
- Ability to continuously maintain and develop a knowledge and expertise in relevant areas.
- Willingness to work long hours on occasion
- Willingness and flexibility to undertake overnight stays, occasional weekend working, and international travel, as required
- Fully committed to creating a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.



HOW TO APPLY

To apply for this vacancy, please visit our [internal only vacancies page](#) where you will be able to register as a candidate and complete your online application.

You will be requested to upload a CV which will be used to populate relevant sections of your application. You will also be requested to complete a concise statement in support (ideally no longer than 1000 words), addressing the criteria in the Person Specification and your motivation for applying.

The deadline for receipt of applications is 11.59 pm on 08 July 2026

Interviews will take place on 27 July 2026.

An appointment will be made subject to proof of eligibility to work in the UK and satisfactory references being obtained.

At the University of Westminster, diversity, inclusion and equality of opportunity are at the core of how we engage with students, colleagues, applicants, visitors and all our stakeholders.

We are fully committed to enabling a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.

The University has adopted Smart Working principles to support and further our Equality, Diversity and Inclusion aims of being an inclusive, collaborative and flexible employer. Further details of Smart Working can be discussed at interview stage.



OUR BENEFITS

The University offers a range of wellbeing and work-life balance benefits to recognise and reward the essential contribution our colleagues make to success and growth. Our benefits are inclusive for colleagues of all backgrounds including LGBTQ+ colleagues, disabled colleagues, pregnant colleagues, parents and carers, as well as colleagues of all genders, age, ethnicities, nationalities, religion and beliefs, and marriage and civil partnership status.

- 35 days annual leave per year, plus bank/national holidays and University of Westminster closure days (pro-rata for part-time staff).
- A generous occupational pension scheme.
- Annual incremental progression and/or cost of living reviews.
- Generous maternity, paternity and adoption leave.
- Flexible working and smart working.
- Learning and development opportunities.
- Free membership rates for a wide range of sporting facilities, including gyms at Regent Street and Harrow campuses, as well as the Chiswick Sports Ground.
- Employee assistance programme.
- The opportunity to participate in other attractive employee benefit schemes such as Cycle to Work, Eye Care Vouchers, Season Ticket Loans, and Give As You Earn.





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