

The Leicestershire College

Job Description

1. Job Details

Job Title:	Network Administrator
Department:	IT Services
Reporting To:	Senior Network Administrator
Competency Level:	Business Support 3
Hay Grade:	G3/4
Date of Job Evaluation:	August 2025
Annual Salary (FTE):	£28,881 – £33,524 per annum
Date:	August 2025

2. Job Purpose

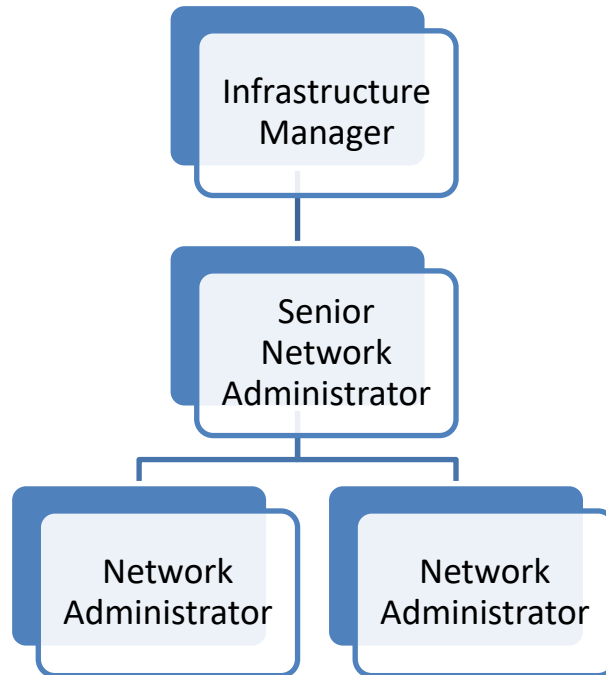
To be accountable to the Senior Network Administrator and to be overseen by the Infrastructure Manager, to maintain all networking systems and solutions to ensure the business remains secure and operational.

To maintain such systems as Wireless, interbuilding connectivity, Firewalls, WAN/LAN connectivity and the College's phone systems within the operational dedicated SLA's and KPIs. The role will also support the ever-growing need for cybersecurity support.

3. Dimensions

- a. Work as an IT support team member and to record and deliver all IT requests, incidents and problems in line with the published and agreed SLA's
- b. Work across multiple sites and campuses provide Network Support as and when required
- c. Work with the Senior Network Administrator and Infrastructure Manager to deliver a high level of technical support to all end user
- d. Diagnose and analyse network and system issues that may occur as well as provide maintenance on all systems and networking devices.
- e. To develop the networking backend network architecture to ensure the College operates at a high level of security to prevent and mitigate against Cyber events in conjunction with the College system.

4. Organisation chart



5. Diversity and Inclusion

Loughborough College is committed to operating with Fairness, Respect, Equality, Diversity, Inclusion and Engagement at the heart of its organisation.

F – Fairness – All stakeholders to be treated fairly, consistently and equally within Loughborough College and any place associated with Loughborough College by ensuring everyone has a voice and will be listened to.

R -Respect – All stakeholders will be treated with mutual respect and decency throughout their time at Loughborough College.

E – Equality – All stakeholders will be given the same opportunities throughout their time at Loughborough College. They will be treated, and are expected to treat others with the same values and behaviours in every aspect of Equality the college works towards.

D – Diversity – Loughborough College will work towards being a diverse College by ensuring all people are represented and have role models to aspire to. A diverse College will ensure better success in learning outcomes and workplace satisfaction.

I – Inclusion – Loughborough College will create an environment that is truly inclusive by celebrating everyone’s individuality and ensuring everyone is protected and safe to be their full selves.

E – Engagement – Loughborough College will ensure a more diverse and engaged workforce, student population and other stakeholders’ relationship by ensuring effective communication, representation, feedback and collaborate working of all groups, at all levels.

6. Key Responsibilities

Core Responsibilities

- To promote the College's vision, mission and strategic objectives and to promote the values and behaviours which underpin them at all times.
- To act as an ambassador for the college in dealings with all external agencies (other colleges, funding bodies, suppliers, learners, parents and employers) and to maintain the highest standards of professional conduct.
- To promote Loughborough College and its subsidiaries as the first-choice destination for students, employers and staff alike.
- To proactively promote equality of opportunity in all aspects of the work role and to assist in the leadership and management of compliance to the agreed Health & Safety policy and practice.
- To promote a positive approach to security and discipline within the College community.

Role specific responsibilities

- To provide efficient 3rd line support to the College.
- To maintain the College IT Networking systems to ensure uptime and operational performance.
- To maintain the College networking functionality, including but not limited to firewalls, switching, wireless systems, telephony systems and 3rd party support functions.
- Ensuring a clear understanding of the roles and responsibilities and following appropriate processes and procedures to manage the work effectively, safely and according to policy.
- To report as required any major system outages to ensure consistent service availability effectively.
- To aid the Senior Network Administrator and Infrastructure Manager in relation to the design and management of the infrastructure, investigate new technologies and make recommendations to the IT management team for review to better the College.
- To diagnose and analyse the College systems and networking infrastructure and ensure system uptime is maintained to a high level
- To aid in the development and progression of colleagues with internal training and system management.
- To create and publicise to the wider IT support team any workaround processes that will facilitate a rapid restoration of service whilst a full investigation is completed.
- To ensure safe practices with regard to health and safety by ensuring compliance with health and safety requirements and completing and reviewing risk assessments where appropriate
- Where root cause analysis fails to identify the underlying cause, you will be responsible for helping create workarounds.
- Installation, management and troubleshooting of virtual systems
- Excellent understanding and use of network monitoring and management systems – ClearPass, Aruba Central.
- Understanding of Windows Server support, knowledge and installation (Various versions)
- Storage Area Network (SAN) experience as well as other storage technologies (DAS, NAS)
- Networking LAN/WAN connectivity (Copper, Fibre, SFP+)
- Backup Technologies including restoration and disaster recovery
- Linux understanding and experience
- Good knowledge of Cloud based services and Express Route connectivity
- Aruba network technology experience and knowledge
- Understand core switching and routing technologies – VLAN, Layer 2/3 switching
- Understand and implement networking configurations including fibre and Cat6 installs
- Understanding firewall technology and management of the College internet access and monitoring

- Ability to install and configure Aruba networking solutions
- Manage and maintain Mitel phone systems to ensure system uptime
- Ability to work under pressure
- Ability to work alone when required
- Firewall management and maintenance

7. Key Result Areas

Action	Result
Proactively manage and support the server and storage infrastructure, managing capacity, resilience, growth and security.	Well managed IT infrastructure delivery, will benefit the organisation where strategic decisions can be made, costs are better controlled and impact.
Develop and improve standard documentation and IT governance.	Provides concise, easy to read and understand information allowing teams and the wider organisation to understand scope and costs of infrastructure improving future planning and strategic impact.
Guide other IT Team members to support the infrastructure, providing guidance, training, mentoring	Gives the organisation succession planning opportunities, reduces single point of dependency for individual skill and system expertise.
Work with project managers & project teams to design what the project will look like after transition from project to operational status.	Service design is critical to ensure the ongoing operational support costs are considered, budgeted for and impact on resource understood.
Help develop transition into service plans, to support the handover from project stage into normal operation.	Provides the support requirements from the project team, handover documentation and training needed, timeframe and success criteria to move the project to live supported service.
Manage incidents and problems to ensure timely return to service in line with the published priority stack & SLA's.	Manages the expectations of the customers for the resolution of incidents, problems and requests.

8. Key Working Relationships and Communications

Internal: All College Staff.

External: Students & Third-Party Service Providers.

9. Scope for Impact

The IT Service Desk is the single point of contact for all matters relating to IT and telephony within the college. The Service Desk Team provides first line management, communication and, where possible, resolution of any incident where systems or IT infrastructure deviate from the expected norm.

Effective, efficient, adaptive, cost sensitive IT infrastructure is key to all successful organisations and especially so in the world of education

Service Desk Team members ensure that all IT systems continue to operate within their predefined parameters and monitor technical failures, which may require escalation to the wider IT Teams.

Monitoring and ensuring continuous service improvement of the IT Service aligned with ITIL best practice.

10. Competency profile

The following profile is a description of the required competencies of the role:

Working with Excellent People	Responsiveness
Brings leadership qualities to supervisory skills; inspires others to be their best considering the FREDIE values. Effectively manages team to deliver a service, providing clear direction and support. Increases employee engagement Communicates with impact and sophistication; adapts style and uses varied media to meet different audience needs.	Supports change and supports colleagues in adapting to change. Looks for opportunities to do own job better; puts forward ideas. Always considers longer term impact of own tasks Uses a structured and collaborative approach to solving problems in own and related work areas. Reaches clear, definite and timely decisions based on thorough understanding of the facts and an eye to their practical implications. Multi-tasks and consistently delivers own and team objectives on time and to standard.
Ensuring Financial Sustainability	Self-Awareness
Works efficiently; makes best use of the College's resources. Own work consistently contributes to the strategic aims of the College.	Manages and improves health, safety and wellbeing of team; team or department comply fully with College policies. Improves diversity, equality and inclusion in own area; challenges inappropriate behaviours. Understands self and others; communicates with sensitivity; handles difficult people and events effectively.
Delivering Excellent Quality	
Anticipates customer needs; prevents poor service; delivers consistently high-quality service. Informs and promotes subject area convincingly; is an ambassador for the College's activities. Takes ownership for own development, supports that of others and develops beyond own role. Has an awareness of the different forms of digital content, tools and technologies that can meet specific needs of the role and understand the benefits and limitations.	

11. Knowledge, Skills and Experience (Person Specification)

QUALIFICATIONS		ESSENTIAL	DESIRABLE	HOW ASSESSED
1.	IT related Degree or relevant professional experience.	•		Application/ Certificates
2.	Networking fundamentals – CCNA or equivalent experience.	•		Application/ Certificates
3.	Possess qualifications in Maths and English Levels 4-9 (GCSE Grades A-C) or equivalent.	•		Application/ Certificates
EXPERIENCE				
4.	Experience of working with Networking technologies such as Firewalls, Wireless and Telephony systems.	•		Application/ Interview
5.	Successful management and network documentation environments and support needs.		•	Application/ Interview
6.	Experience in operating SIP phone systems and Cloud based solutions.	•		Application/ Interview
7.	Experience of current Microsoft environments, OS & infrastructure elements.	•		Application/ Interview
8.	Experience producing technical documentation to agreed quality standards.		•	Application/ Interview
9.	Experience with Aruba Networking devices and Firewalls.	•		Application/ Interview
10.	Exposure to project management disciplines.		•	Interview
SKILLS & KNOWLEDGE				
11.	Excellent communication skills and personal presentation.		•	Interview
12.	A calm and level-headed approach to high pressure situations.		•	Application / Interview
13.	Excellent organisational and time management skills.	•		Application / Interview
14.	Ability to work successfully with colleagues at all levels within the organisation.	•		Application / Interview
15.	Effective administration skills.		•	Application / Interview
16.	Demonstrate your understanding of diversity and inclusion.	•		Application/ Interview
BEHAVIOURS				
17.	Flexibility to be able to travel for cross-college inter-site purposes.	•		Application/ Interview
18.	Commitment to undertake the College Induction Programme upon commencement of employment.	•		Interview
19.	Adherence and support of College policies and procedures.	•		Interview
20.	Promote the College's equal opportunities policy and practices.	•		Interview
21.	Ensure the safeguarding of students.	•		Interview

Notes

1. A satisfactory Enhanced Disclosure & Barring Service check is required for this post. Loughborough College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
2. As part of this role, you are expected to undertake reasonable additional duties such as Exam Invigilation, welcoming staff and students onto campus, enrolment duties, supporting with open days and any other college activity. This is expected of you in the post mentioned above and all other posts within the College.
3. This job description and person specification was prepared in August 2025 and may be amended in light of changing circumstances following discussion with the post holder.

12. Job Description Agreement

Job Holder Signature		Date	
Manager Signature		Date	