

Job Title: Network Architect Team Lead

Salary:

London

£54,274- £80,250 which may include an allowance up to £25,976

National

£50,427- £73,830 which may include an allowance up to £23,403

Contract type: Permanent

Grade: MoJ Band 7

Number of open roles: 1

Location: London, Birmingham, Nottingham, Sheffield, Glasgow.

Hours: 37 hours/week (42 hours incl. lunch)

Working pattern: Full Time/Flexible Working

Introduction

The MoJ's Technology Operations team at [MoJ Digital & Technology](#) is transforming the ability for the department to support technology services, by providing technology services hosted both in the public cloud and in our on-premise datacentres. The value the team delivers is multiplied across over a hundred services that make the justice system better for users. To help picture your life at [MoJ D&T](#) please take a look at our [blog](#) and our [Digital & Technology strategy](#).

The Role

The role will work collaboratively with colleagues across Technology Services and build strong relationships with Service Owners, Information Security, Customer Service Operational Teams, Project Managers and other key stakeholders. You will lead the design and support of all new networking projects to deploy a modern network for the MoJ.

You will take ownership and lead the build, maintain and support function to provide user-centred systems to serve a variety of government needs. Be responsible for automating the deployment of systems that follow standard patterns, or components of systems that are more complex. Manage infrastructure for multiple environments through code and build tools to automate infrastructure management tasks.

The role will provide a dedicated 3LS support function, dealing with service requests and tickets and be part of a team responding to major incidents. Occasionally participate in support during Out of Hours (OoH) (for which you'll be paid an allowance and further payment when dealing with incidents). Share knowledge of tools and techniques with the wider team and community, growing awareness, inclusivity and balance. You will ensure strategic management of a varied stakeholder community and manage large scale project activity and resources.

We are an equal opportunity employer and value diversity. We do not discriminate on the basis of race, religion, colour, national origin, gender, sexual orientation, age, marital status or disability status.

Capabilities

You may be fit for this role if you:

- Have designed, implemented and supported infrastructure services to a user base in excess of 10,000 spread across a large number of sites.
- Support and troubleshoot the end to end life cycle for core LAN/WAN and Networking infrastructure services that underpin an effective and efficient MoJ.
- Contribute to the development and continuous improvement of automation tooling and DevOps ways of working to deliver reliable, effective and efficient infrastructure platforms that meet the evolving needs of the MoJ.
- Work both with outsourced suppliers and MOJ's internal infrastructure teams to ensure that services are delivered effectively and aligned with the infrastructure roadmap.
- Lead internal teams and provide supervision and coaching to colleagues
- Provide technical expertise and escalation support for the frontline operational team where required, assisting in the resolution of faults and queries.
- Proven ability to support enterprise-class multi-vendor network and communications solutions, with advanced knowledge and expertise across a wide range of switching and routing technologies including:
 - Wide Area Technologies – Internet, SD-WAN, MPLS
 - Network Routing / Switching - Cisco, Juniper, Aruba
 - Network Firewalls – Palo Alto, Fortinet, Cisco ASA
 - Wireless Technologies - Cisco Meraki, Juniper Mist, Aruba
 - Load Balancing - F5 BIG-IP
 - SIEM – SolarWinds, Splunk, GrayLog or Bluecoat Solera
 - Cloud Networking - Azure / AWS / GCP exposure is essential
 - Accreditation at “Expert” level in one or more of the disciplines (eg CCIE, JNCIE, PCNSE, AWS Advanced Networking)
- Produce documented root cause analysis for service incidents, working with problem management teams, manufacturers and vendors to identify remedial actions as necessary.
- Perform proactive reviews of the current architecture and configuration to ensure best security practices and standards are applied at all times.
- Contribute to the development and improvement of current operational processes and documentation or creation if they currently don't exist.
- Demonstrable knowledge and experience of using automation and DevOps tools such as Kubernetes, Ansible, Python, Terraform, Git, Concourse, Jenkins, or Azure DevOps
- Demonstrable experience and knowledge implementing and supporting Infrastructure Services such as DHCP, DNS, IPAM, Active Directory, Azure Active Directory and Single Sign On solutions such as OKTA.
- Excellent awareness of Network and Information Security best practice and significant experience of working with multiple stakeholders to design compliant solutions that balance the need for Security against business dynamism.
- Have worked with public cloud providers such as Azure/AWS Cloud in a production system.
- Experience defining a solution using configuration management tools
- Have expert knowledge of monitoring and proactive alerts
- Enjoy learning and helping others (Working Together)
- Hold yourself and others to a high standard (Leadership)
- Solve problems in a systematic way (Delivering at pace)

Technical Skill

Coding. You can interact, read code, write HTML and carry out baseline repair activities. (Relevant skill level: working)

IT infrastructure. You design, implement, administer and support infrastructure technologies, solutions and services such as: computing, storage, networking, physical infrastructures, software, COTS and open source software packages and solutions, and virtual and cloud computing, including PaaS, SaaS. (Relevant skill level: practitioner)

Information security. You have an appreciation of information security, designing solutions and services with security controls embedded, specifically engineered as mitigation against security threats as a core part of the solutions and services. (Relevant skill level: practitioner)

Modern standards approach. You have a deep understanding of and can apply the most appropriate modern standards and practices. You can take responsibility for coaching and guiding others. (Relevant skill level: expert)

Ownership and initiative. You take accountability for issues that occur and are proactive in searching for potential problems. You achieve excellent user outcomes. (Relevant skill level: practitioner)

Problem solving. You ensure that the right actions are taken to investigate, resolve and anticipate problems. You coordinate the team to investigate problems, implement solutions and take preventative measures. (Relevant skill level: practitioner)

Service focus. You see the bigger picture by taking groups of services, investigating how to get the best of underlying services. (Relevant skill level: practitioner)

Systems design. You can design systems characterised by high levels of risk, impact, and business or technical complexity. You control system design practice within an enterprise or industry architecture. You influence industry-based models for the development of new technology applications. You develop effective implementation and procurement strategies, consistent with business needs. You ensure adherence to relevant technical strategies, policies, standards and practices. (Relevant skill level: practitioner)

Systems integration. You establish standards and procedures across a service product life cycle including the development product life cycle and ensure that practitioners adhere to this. You manage resources to ensure that the systems integration function works effectively. (Relevant skill level: expert)

Technical understanding. You have a deep understanding of the technical concepts required for the role and understand how these fit into the wider technical landscape. (Relevant skill level: practitioner)

Testing. You hold responsibility for managing testing activities within development or integration activities. You manage risks and can take preventative action when risks become unacceptable. You manage customer relations. (Relevant skill level: practitioner)

Troubleshooting and problem resolution. You can use lateral thinking to break a problem down into its component parts in order to identify and diagnose root causes. You can troubleshoot and identify problems across different technology capabilities including computing, storage, networking, physical infrastructure, software, COTS and open source software. (Relevant skill level: practitioner)

You will value:

Continuous learning and development, and building the capability of the wider team, being inclusive, supportive, inquisitive and responsible (MoJ D&T core values) working with integrity, honesty, objectivity and impartiality (Civil Service core values)

If this feels like an exciting challenge, something you are enthusiastic about, and want to join our team please read on and apply.

- 37 hours per week and flexible working options including working from home, working part-time, job sharing, or working compressed hours.
- We are committed to nurturing our staff and provide lots of training and development opportunities with learning platforms such as: Linux Academy, O'Reilly, Pluralsight, Microsoft Learning, Civil Service Learning, GDS Academy, etc.
- 10% dedicated time to learning and development with a budget of £1000 a year per person
- Generous [civil service pension](#) based on defined benefit scheme, with employer contributions of 26-30% depending on salary.

- 25 days leave (plus bank holidays) and 1 privilege day usually taken around the Queens' birthday. 5 additional days of leave once you have reached 5 years of service.
- Compassionate maternity, adoption, and shared parental leave policies, with up to 26 weeks leave at full pay, 13 weeks with partial pay, and 13 weeks further leave. And maternity support/paternity leave at full pay for 2 weeks, too!
- Wellbeing support including access to the Calm app.
- Nurturing professional and interpersonal networks including those for Careers & Childcare, Gender Equality, [PROUD](#) and [SPIRIT](#)
- Bike loans up to £2500 and secure bike parking (subject to availability and location)
- Season ticket loans, childcare vouchers and eye-care vouchers.
- 5 days volunteering paid leave.
- Free membership to BCS, the Chartered Institute for IT.
- Some offices may have a subsidised onsite Gym.

How to Apply

Candidates must submit CV which describes how you meet the requirements set out in the Person Specification above. A covering letter would also be ideal but not essential.

In D&T, we recruit using a combination of the [Digital, Data and Technology Capability](#) and [Success Profiles](#) Frameworks. We will assess your Experience, Technical Skills and the following Behaviours during the assessment process:

Working together

Leadership

Delivery at pace

Managing a quality service

Your application will be reviewed and sifted against the Person Specification above by a diverse panel.

Successful candidates who meet the required standard will then be invited to a 1-hour panel interview held via video conference.

Should we receive a high volume of applications, a pre-sift based on technical experience will be conducted prior to the sift.

Further Information

Please review the following [Terms & Conditions](#) which set out the way we recruit and provide further information related to the role.

If you have any questions please feel free to contact recruitment@digital.justice.gov.uk