

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Senior Network Analyst	Grade: PO6
Section: Digital, Data & Technology	Directorate: Change & Innovation
Responsible to following manager: Network & Telecoms Manager	Responsible for following staff: none
Post Number/s:	Last review date: April 2026

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.

Job Purpose

- The post holder is the council's senior technical authority for network services, accountable for the integrity, security, resilience and performance of enterprise network infrastructure across all sites and services.
- The role exercises substantial professional autonomy in determining how network services are designed, operated and secured, and owns complex network issues from initial diagnosis through to resolution.
- The post holder provides authoritative technical advice to senior leadership, informing operational confidence, risk acceptance and investment decisions.
- The post holder is accountable for determining the technical acceptability of network services, risks and changes on behalf of the organisation, within agreed policy and governance frameworks.
- Where residual network risk cannot be mitigated, the post holder is responsible for formal escalation and recommendation for risk acceptance through governance

Specific Duties and Responsibilities

Network Operations & Design

- Acts as the accountable technical owner for the council's network domain, with responsibility for ensuring services remain secure, resilient, supportable and fit for organisational need
- Owns the end-to-end technical integrity, performance and resilience of the council's network infrastructure.
- Lead the design, configuration, implementation and support of complex network solutions including LAN, WAN, WLAN, firewalls and remote access services
- Ensure network services are secure, resilient, scalable and aligned to best practice and council standards
- Manage and optimise network performance, capacity, availability and fault resolution
- Acts as the accountable technical owner for major network incidents and problems, leading diagnosis, resolution and post-incident improvement actions.
- Independently leads troubleshooting, maintenance and optimisation of wired and wireless network infrastructure, acting as final technical escalation point for complex issues.
- Attending issues in satellite sites and alternative campus will necessitate the use of the Council van if a valid driving licence is held
- Monitor network performance, proactively identify issues, and resolve faults to ensure high availability and reliability of network services.
- Install, configure, and upgrade network hardware and software, including switches, routers, firewalls, and wireless access points.

- Respond to and resolve network incidents and service requests in a timely manner, ensuring minimal disruption to business operations.
- Collaborate with IT colleagues and external vendors to diagnose and resolve complex network problems.
- Owns major network incidents end-to-end, including technical decision-making, coordination of resolution, and identification of corrective or preventative actions, without requirement for technical supervision.
- Maintain accurate network documentation, including diagrams, configurations, and asset inventories.
- Support network security by implementing and maintaining appropriate controls, monitoring for vulnerabilities, and assisting with security audits.
- Participate in network projects, including upgrades, expansions, and migrations, ensuring solutions are robust and fit for purpose.
- Provide technical guidance and support to end users and other IT staff regarding network connectivity and performance.
- Stay up to date with emerging networking technologies and best practices
- Administer firewalls and associated IDS solutions
- Decisions taken by the post holder directly affect the availability of public-facing services, emergency response capability, data protection, cyber resilience and statutory service delivery.

Security & Resilience

- Owns network-layer security risk, ensuring controls align with council risk appetite, NCSC guidance and enterprise cyber strategy
- Leads implementation of secure network architectures including segmentation, zero trust and secure remote access
- Accountable for network input to disaster recovery, resilience and business continuity planning
- Accountable for network-layer security risk, including identifying, assessing and managing risks until mitigated or formally escalated for acceptance through appropriate governance.

Projects & Change

- Determines the technical acceptability of network designs, changes and residual risks prior to implementation or acceptance into BAU, within agreed policy and governance frameworks.
- Leads the network workstream for infrastructure and digital transformation projects, providing authoritative technical direction and assurance for supplier- and project-led change.
- Produce and maintain technical documentation, network diagrams and configuration standards

- Exercises professional judgement to assess technical options and make recommendations that inform senior decision-making and investment choices.
- Ensure all network changes follow agreed change and governance processes

Supplier & Stakeholder Management

- Provides authoritative network advice to senior stakeholders and governance forums, directly influencing operational confidence, risk decisions and investment priorities.
- Leads technical engagement with strategic suppliers, holding them to account for service quality and resilience
- Provides authoritative network advice to senior stakeholders, programme boards and cyber governance forums
- Monitor supplier performance against contracts and service levels

Leadership & Continuous Improvement

- Provides formal technical leadership and mentoring to Network Analysts and infrastructure colleagues, setting standards for quality, security and operational practice.
- Sets and maintains professional and technical standards for network practice across the organisation, acting as the recognised authority for quality, security and operational discipline within the network domain.
- Contribute to service improvement, automation and modernisation initiatives
- Keep up to date with emerging technologies, standards and best practice relevant to local government

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.

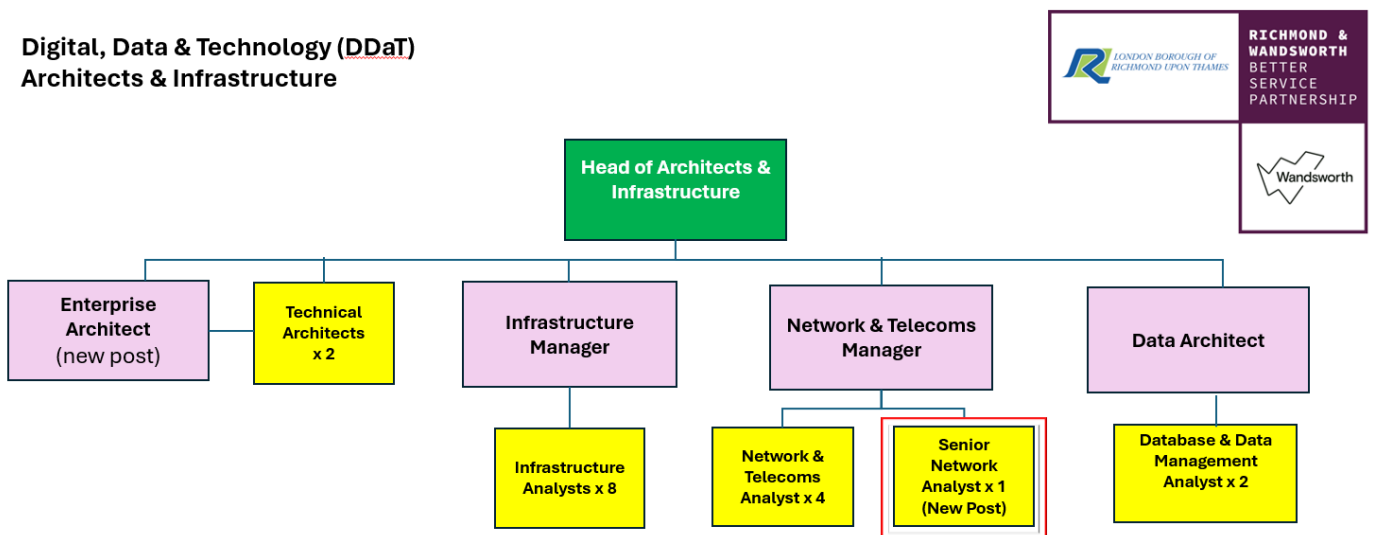
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

- The post holder is accountable for the technical integrity and acceptability of network services on behalf of the organisation, operating with substantial professional autonomy within agreed governance.
- The post holder is accountable for managing on-call response for network services and is expected to lead technical response during major incidents, including out-of-hours where required.

Team structure

Digital, Data & Technology (DDaT) Architects & Infrastructure



Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Authoritative expertise in network security principles and practices within enterprise and public sector environments.	X		A,I
Cyber security frameworks and compliance	X		A,I
SIEM and Microsoft Defender 365 Suite	X		A,I
Change control and risk assessment	X		A,I
Experience	Essential	Desirable	Assessed
Significant experience supporting and designing enterprise-scale networks in a complex organisation	X		AI

Strong knowledge of LAN, WAN, WLAN, firewalls, VPNs and network security principles	X		A,I
Experience with network monitoring, fault diagnosis and performance optimisation	X		A,I
Proven ability to lead on technical issues and provide clear advice to non-technical stakeholders	X		A,I
Experience working with third-party suppliers and managed service providers	X		A,I
Strong documentation and communication skills	X		A,I
Understanding of IT service management and change control processes	X		A,I
Penetration testing coordination	X		A,I
Experience of cloud networking and hybrid environments (for example Azure networking)		X	A,I
Knowledge of zero trust, secure access service edge (SASE) or similar modern network architectures		X	A,I
Experience in the following technology/vendor solutions: - Zscaler Aruba Fortinet Kemp Solarwinds		X	A/I
Relevant technical certifications (for example Cisco, Microsoft, Fortinet or equivalent)		X	A,I
Remediation of vulnerabilities	X	X	A,I
Working in a public sector IT environment		X	A,I
Supporting emergency IT situations	X		A,I
Experience independently owning complex network decisions and incidents with organisation-wide impact.	X		A,I
Skills	Essential	Desirable	Assessed
Communication and stakeholder engagement	X		A,I
Analytical and problem-solving	X		A,I
Project management	X		A,I

Ability to work independently and as part of a team	X		A,I
Qualifications	Essential	Desirable	Assessed
Relevant degree or professional qualification in IT/network security		X	C
Industry certifications (e.g., CISSP, CISM, CEH)		X	C

A – Application form / CV

I – Interview

T – Test

C - Certificate