

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Network & Telecoms Analyst	Grade: PO3-PO6
Section: Digital, Data & Technology (DDaT)	Directorate: Change & Innovation
Responsible to following manager: Network and Telecoms Manager	Responsible for following staff:
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

Acts as the technical owner for defined network and unified communications services, with responsibility for ensuring day-to-day decisions, changes and resolutions are technically sound and aligned to service needs.

The post holder provides specialist operational management, optimisation and technical assurance of BSP's network and unified communications environment, exercising professional judgement in the support of live, business-critical connectivity and voice services.

The role operates with a high degree of technical autonomy within agreed standards, ensuring network and telephony services remain secure, resilient and fit for purpose across multiple site

Specific Duties and Responsibilities

Network Infrastructure (LAN, WAN, Wi-Fi)

- Owns technical decisions for network configuration and fault resolution within agreed standards, with accountability for service impact and recovery outcomes.
- Provide day-to-day support and operational management of network switches, routers, firewalls, wireless controllers and access points.
- Monitor network performance and independently identify, diagnose and resolve performance bottlenecks, outages and degradation, escalating only where risk exceeds agreed tolerance.
- Install, configure, upgrade, and document network devices including Aruba or equivalent network solutions.
- Maintain accurate, up-to-date network diagrams, inventories, configurations, and documentation.
- Independently administer and maintain public and private domains and DNS services, ensuring availability, security and integrity.
- Contributes to ongoing service improvement by analysing recurring issues, proposing corrective actions and implementing agreed changes to reduce future incidents.
- Support SD-WAN strategy and cloud-first networking models.
- Attending issues in satellite sites and alternative campus will necessitate the use of the Council van if a valid driving licence is held

Unified Communications (Teams Voice & SIP Infrastructure)

- Provide specialist operational support for Microsoft Teams Phone / Teams Voice, including number management, call routing, Direct Routing/SBCs, SIP trunks and migrations.
- Independently troubleshoot and resolve complex call flow, registration, routing and SBC-level issues affecting live services.

- Support modern cloud contact centre platforms where required.
- Maintain telephony-related services such as emergency routing, fault resolution, call analytics and quality-of-service monitoring.
- Assist with migration from legacy telephony platforms to Teams Voice and cloud UC solutions.
- Troubleshoot call flow, registration issues, routing failures and SBC-level problems.
- Assist in the procurement, configuration and issue of mobile devices including formulation of recharge files for hardware and airtime.

Security & Compliance

- Apply and maintain network and unified communications security controls, and take responsibility for identifying, mitigating and escalating material network and voice-layer risks in line with cyber and organisational policy.
- Support cyber teams with monitoring and incident response, especially across network and voice layers.
- Assist with vulnerability remediation, penetration test actions and infrastructure hardening.

Change, Projects & Continuous Improvement

- Leads the analysis and implementation of improvements in performance, resilience, automation and monitoring, ensuring benefits are realised in operational services.
- Assess, implement and technically assure network and telephony changes through approved change control, ensuring compliance with agreed standards and operational readiness.
- Support infrastructure and transformation projects including network refresh, Wi-Fi upgrades, Teams Voice rollout, cloud networking, and data centre modernisation.
- Identify and recommend improvements in performance, resilience, automation, and monitoring.
- Work collaboratively with Technical Architects on design documentation, standards and patterns.
- Acts as a technical authority for network and telecoms changes, even where delivery is undertaken by projects or third parties.

Incident, Service Request & Vendor Support

- Owns the technical resolution of complex network and unified communications incidents, coordinating actions through to restoration of service and identification of preventative improvements.
- Lead engagement with vendors (e.g. Microsoft, network and SBC suppliers) to resolve complex, service-impacting faults.
- Ensure SLAs, KPIs and service quality standards are met.
- Acts as a recognised subject matter expert for defined network and unified communications platforms, providing guidance to colleagues and contributing to service improvement initiatives.

Billing, Asset & Licence Support (Light-touch)

- Assist with telecoms billing reconciliation for SIP/Teams Voice services.
- Ensure asset records, licensing requirements and inventories are accurate and maintained.

Progression Criteria

PO3 – Network & Telecoms Analyst

At PO3 level, the post holder is expected to:

- Carry out network and unified communications support tasks competently under general technical guidance and supervision.
- Resolve routine incidents, service requests and configuration tasks in line with documented procedures and established standards.
- Escalate non-routine or high-impact issues appropriately, recognising limits of authority and experience.
- Contribute to maintaining network documentation, asset records and configuration information.
- Support delivery of changes and projects under direction from senior colleagues.
- Develop technical capability across networking and voice platforms through experience and training.

PO4 –

At PO4 level, the post holder is expected to:

- Work with a high degree of technical autonomy in a live service environment, resolving non-routine network and unified communications issues.
- Independently troubleshoot and resolve complex incidents affecting network or voice services, escalating only where risk exceeds agreed tolerance.
- Own and manage technical tasks through to completion, considering service impact, user experience and security requirements.
- Apply professional judgement when implementing changes within agreed standards and change control processes.
- Provide specialist input to projects, migrations and service improvements related to networking or telephony platforms.
- Maintain accurate technical documentation and contribute to service improvement initiatives.

PO5 –

To progress to PO5, the post holder must demonstrate sustained performance at PO4 **and** clear evidence of the following:

- **Technical ownership of defined network and/or unified communications services**, with responsibility for configuration decisions, fault resolution and service quality within agreed standards.

- Demonstrable problem management (not just incident resolution), lead/own problem records and RCA/post-incident reviews and drive actions through to completion and measure impact (e.g., reduction in repeat incidents).
- **Independent ownership of complex incidents and problems end to end**, coordinating resolution through to service restoration and identifying preventative improvements.
- Leading the analysis and implementation of improvements to performance, resilience, automation or monitoring that reduce recurring issues.
- Acting as a recognised **technical authority** for specific platforms or technologies, providing guidance to colleagues and influencing technical decisions.
- Exercising professional judgement when balancing operational risk, service continuity, security and user impact.
- Making a consistent contribution to change and transformation work by shaping solutions, not just supporting delivery.

PO6 – Senior Network & Telecoms Analyst

To progress to PO6, the post holder must demonstrate sustained performance at PO5 and clear evidence of the following:

- Portfolio-level service ownership for network and unified communications, taking accountability for end-to-end service health, lifecycle and technical direction across multiple services (not just a single platform).
- Technical governance and assurance, setting and enforcing standards, patterns and guardrails; assuring designs and changes produced by projects and third parties to ensure operational readiness and alignment to security policy.
- Strategic problem management and stability improvement, owning a proactive problem backlog and delivering measurable reductions in repeat incidents, service degradation and technical debt through sustained improvement activity.
- Major incident leadership, leading complex, high-impact incidents end-to-end across teams and suppliers, including clear stakeholder communications, decisive technical direction, and completion of PIR/RCA actions.
- Risk, resilience and capacity leadership, proactively identifying and managing network and voice-layer risks (availability, security, compliance, supplier, obsolescence), producing clear options and recommendations and driving mitigations to completion.
- Senior stakeholder influence, operating credibly with senior stakeholders and partners (e.g. Architecture, Cyber, Service Management), influencing priorities and investment decisions by balancing cost, risk, user impact and service continuity.
- Supplier and commercial leadership, leading technical engagement with key suppliers (SLA/KPI performance, escalations, service improvement plans),

contributing to procurement/specifications and acceptance criteria, and ensuring services meet contractual and operational expectations.

- Capability building and mentorship, coaching colleagues, developing runbooks/knowledge assets and uplifting team practice so that expertise is embedded beyond the individual and the service is less reliant on single points of failure.

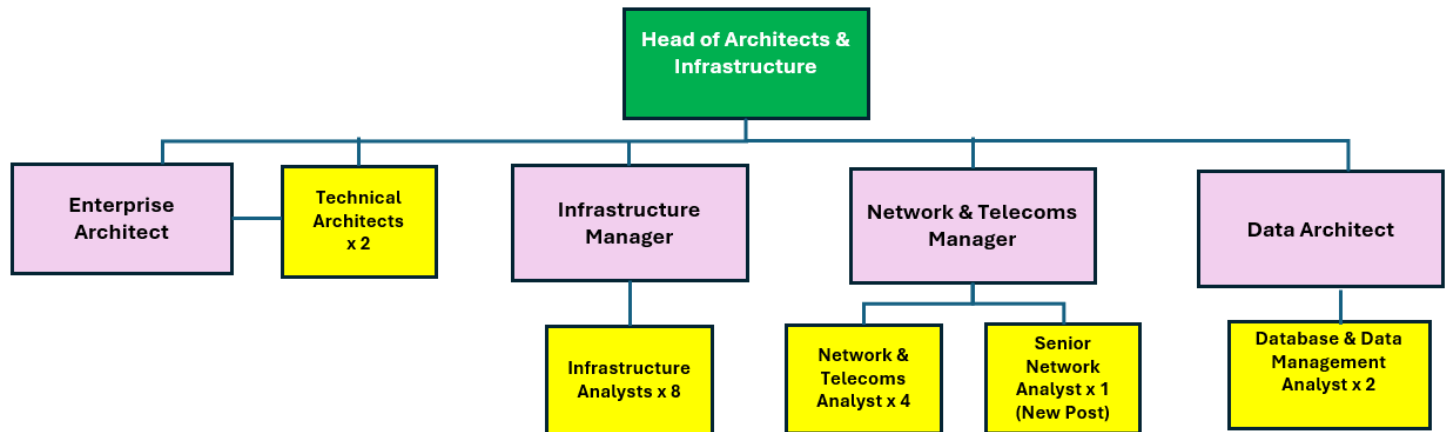
Generic Duties and Responsibilities

- 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 will be expected to take part in the on-call rota but it is not compulsory
- The role operates in a live service environment with competing priorities, on-call responsibilities, and time-critical incidents impacting multiple sites and services.

Team Structure



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
Applied professional knowledge of LAN/WAN networking, routing, switching, Wi-Fi and network security within enterprise environments.	X		A/I
Knowledge of Microsoft Teams Voice, SIP, SBCs, Direct Routing and call flow fundamentals.	X		A/I

Understanding of firewalls, IDS/IPS, VPNs and modern cyber practices.	X		A/I
Knowledge of cloud networking concepts (Azure networking desirable).	X		A/I
Experience with Aruba or equivalent enterprise wireless solutions.		X	A/I
Knowledge of contact centre platforms.		X	A/I
Familiarity with SD-WAN and Zero Trust networking principles.		X	A/I
Experience	Essential	Desirable	Assessed
Experience supporting enterprise networks and/or unified communications environments.	X		A/I
Experience independently owning and resolving complex network or unified communications incidents impacting live services.	X		A/I
Experience working in large-scale, multi-site or public sector environments.	X		A/I
Experience supporting firewall rule management and cyber remediation tasks.		X	A/I
Experience delivering or supporting network projects		X	A/I
Experience in the following technology/vendor solutions: - Zscaler Aruba Fortinet Kemp Solarwinds		X	A/I
Skills	Essential	Desirable	Assessed
Strong analytical and problem-solving skills	X		A/I
Excellent communication and stakeholder management abilities.	X		A/I
Ability to work independently and collaboratively.	X		A/I
Clear technical documentation and diagramming skills.	X		A/I
Project coordination or technical lead capabilities.		X	A/I

Ability to exercise professional judgement when balancing operational risk, service continuity, security and user impact.	X		A/I
Qualifications	Essential	Desirable	Assessed
Relevant networking or unified communications qualifications (e.g., CCNA, equivalent vendor certs).		X	C/A
ITIL Foundation or willingness to obtain.		X	C/A
Microsoft Teams Voice Engineer Associate certification. Mitel MX-One communications suite		X	C/A
Aruba, Fortinet, or equivalent networking certifications. PRINCE2 Foundation.		X	

A – Application form / CV

I – Interview

T – Test

C - Certificate