

Job Title	Technical Operations Network Engineer
Department	IT
Reports to	Technical Operations – Technical Services Delivery
Grade	Technical Tier 1
Purpose & Overview	Wales & West Utilities (WWU) is seeking a highly skilled and self-motivated Network Engineer within the expanding Technical Operations team. This role will be responsible for implementing and supporting, in conjunction with service partners, the organisation's IT network infrastructure, which includes the WAN, LAN, Wi-Fi, and Firewalls across the datacentres, Azure, and our office/depot sites. You will drive the proactive management, monitoring, and automation of network services, with a focus on security, availability, and optimal network performance. You will also establish and enforce best practices, policies, and guidelines for the other members of the internal Technical Operations team and external service partners to follow. As part of a newly expanded team, this position offers an opportunity to play a key role in maintaining the stability and efficiency of IT services in a Critical National Infrastructure (CNI) environment (NB: This role will be involved with both the Business and CNI environments at WWU). If you are enthusiastic about enhancing security and service improvement, learning something new every day, and tackling complex IT challenges, this role is an ideal fit for you.
Key Accountabilities	Secure Solution Delivery: Have proven experience in being able to review technical designs and provide guidance on the proposed solution so that it adheres to WWU's own security policies and with industry standards. Network Administration: Proven experience in network administration and support, on equipment such as Cisco (ACI and FMG), Fortinet ecosystem, as well as Azure based networking. Cybersecurity Collaboration: Collaborate with the Cyber Security team to deliver vulnerability remediation based on risk assessments, threat intelligence, and business requirements. Network Security Management: Implement and maintain strong network security measures, including firewalls, intrusion detection/prevention systems (IDS/IPS), and secure network design to safeguard the network from cyber threats. Incident Response & Support: Act as an escalation point in network-related incident response, providing guidance to Service Delivery Managers and partners to minimise downtime and impact on IT services. Stakeholder Collaboration: Work closely with internal stakeholders and external service providers to define network changes, project roadmaps, performance expectations, and delivery timelines. Seamless Network Integration: Collaborate with project teams to integrate new networking technologies and solutions into the existing IT infrastructure.

	Continuous Improvement: Drive continuous improvements within the network operations function, identifying areas for performance enhancements, optimisations, and efficiencies. Network Documentation & Management: Maintain comprehensive and accurate documentation set of network configurations, topologies, and designs using tools such as LeanIX (WWU's architectural tool). Network Performance Monitoring: Monitor network performance proactively and implement solutions to address issues that affect network uptime and reliability. Technology Awareness: Stay up to date with the latest networking technologies and trends, evaluating their potential application within WWU's network infrastructure to enhance technical and service delivery and performance.
Technical Know-How & Skills	Networking Technologies: Advanced knowledge of networking protocols and technologies such as TCP/IP, DNS, DHCP, VPNs, VLANs, and network segmentation. Network Security: Expertise in network security measures, including the configuration and management of firewalls, IDS/IPS, VPNs, NAC and secure network architecture. Specifically with the following devices: FortiGate, FortiManager, FortiAnalyzer, FortiAuthenticator, and Cisco FMG. Routing & Switching: Proficiency in routing protocols (e.g., BGP) and switching technologies (e.g., STP, VLANs), including configuration, management, and troubleshooting of routers and switches. Network Monitoring & Management: Experience with network monitoring tools (e.g., SolarWinds) to proactively detect and resolve performance issues. Troubleshooting & Problem-Solving: Strong analytical skills with a proven track record of being the escalation point for network issues identified by the service providers and being able to respond under pressure, ensuring minimal disruption to services. Technical Documentation: Ability to create and maintain detailed technical documentation, including network configurations, troubleshooting procedures, and change management processes. Cloud Networking: Proven experience of working with Azure networking components such as virtual networks (VNETs), network security groups (NSGs), and VPN gateways. Automation & Orchestration: Experience with network automation tools and scripting to improve efficiency and reduce manual configuration activities.
Qualifications Required	• Cisco Certified Network Associate (CCNA) or equivalent certification

	• Microsoft Azure Networking certification (AZ-700) is highly desirable • Strong technical knowledge of Cisco routing and switching • Experience with Cisco ACI and FMG is essential • Experience with working within an environment that utilises NAC is highly desirable • Experience with the Fortinet ecosystem is essential • Willingness to be able to work outside normal business hours from time to time, to support changes and major incidents
Job Dimensions	The successful candidate will report directly to the Technical Operations – Technical Services Delivery team member and will collaborate closely with stakeholders across the business, including senior managers, technical staff, and field personnel. The role requires flexibility to interact with diverse levels of staff from field workers to senior leadership and should be comfortable with both hands-on work and delivering presentations or technical insights to senior management.
Main Interfaces	Lead Cloud/Infrastructure Architect, Head of Service, Cyber Security Team, WWU Service Teams (both internal and external), Strategy & Architecture Team, Projects Managers, WWU Senior Managers, End Users, Partners, Colleagues and Suppliers.