



## Job Description

|   |   |
|---|---|
| <b>Job Title:</b>                               | Principal Network and Infrastructure Specialist   |
| <b>Directorate/Team:</b>                        | Technology & Insights   |
| <b>Location:</b>                                | 16 Summer Lane or other site/location   |
| <b>Responsible to:</b>                          | Technical Services Manager  |
| <b>Responsible for:</b>                         | 0 permanent staff but responsible for contracted staff and contracts to deliver solutions |
| <b>Key working relationships:</b><br>(internal) | Midland Metro Limited, and other partner organisations                                    |
| <b>Key working relationships:</b><br>(external) | Contractors, suppliers and managed service providers                                      |

## Purpose of the Post

The role will be responsible for leading, managing and developing the IT network, voice and connectivity infrastructure environments, ensuring a compliant approach which is aligned with best practice and the Digital and Data strategy. You will work across the Digital and Data department and wider business being the primary person for all networking transformation, advice, and support. You will be the expert on all things under the networking, voice and connectivity umbrella, transforming the Digital and Data services from legacy systems to modern platforms. To support critical Digital and Data systems out of normal business hours. Enabling the business to continually develop and improve its Digital and Data platforms.

## Accountabilities

- Lead, manage, and continuously develop the organisation's network, voice, and connectivity infrastructure across cloud and on-premises environments, ensuring alignment with the Digital and Data Strategy and industry best practice.
- Provide expert technical leadership and 3rd-line support for highly complex infrastructure issues and transformation projects, making independent, informed technical decisions to maintain resilient and secure services.
- Ensure the network infrastructure is secure, reliable, and recoverable by overseeing performance, monitoring, backup, disaster recovery, and compliance with cyber security, data protection, and governance standards.
- Drive the adoption of modern, scalable architectures and automation, identifying opportunities for improvement, managing risks and dependencies, and delivering solutions that provide value for money.
- Oversee and support the delivery of infrastructure services through effective collaboration with internal teams, contracted resources, and external suppliers, while contributing to skills development and knowledge resilience within Digital and Data.

## Responsibilities

Strategic

- Develop network, voice, and connectivity infrastructure (cloud and on-prem) in line with the Digital and Data Strategy, driving change across the business and its partners.
- Set best practice and policies for network infrastructure provision across Digital and Data and the wider organisation.
- Identify and manage risks, issues, dependencies, and opportunities relating to networking and infrastructure services.
- Instil a culture of automation across cloud and on-premises workloads, recommending and driving improvements to processes and products.
- Work with new and emerging cloud technologies to provide a modern, scalable architecture.
- Work closely with Digital & Data, the wider business, and partners to develop enterprise-level network and connectivity architecture.
- Work flexibly and with integrity to meet the needs of the WMCA and the Technology & Insights function.

### People

- Assist in the professional development of junior team members, acting as a mentor where required.
- Lead and participate in knowledge transfer to Digital & Data teams to improve skills resilience and redundancy.
- Oversee contractors and third-party suppliers to ensure delivery of agreed outcomes.

### Operational

- Manage the delivery, administration, configuration, and development of the network, voice, and connectivity infrastructure environment.
- Provide 3rd line IT support as part of the Principal Digital and Data Specialists escalation team.
- Deliver multiple significant and highly complex support issues and technical projects.
- Research, identify, and implement technical solutions aligned to business needs, best practice, and industry standards.
- Work independently, managing time and making technical decisions aligned with best practice and strategy.
- Ensure backup, performance monitoring, availability, and disaster recovery of network infrastructure.
- Participate in the out-of-hours 24/7 support rota for business-critical systems where required.

### Financial

- Ensure solutions delivered by internal teams, contractors, and suppliers represent value for money and comply with WMCA standards and policies.
- Contribute to cost-effective delivery of infrastructure services through automation, standardisation, and efficient solution design.
- Ensure Value for Money and follow the appropriate governance processes for dealing with any financial activities.

### Other

- Work with Cyber Security and the Data Protection Officer to ensure compliance with security, data protection, and policy standards.
- Work with external suppliers and consultants to implement compliant, best-practice solutions.
- Exercise delegated decision-making authority within defined areas of responsibility as set by the Head of IT Delivery
- Represent the WMCA in a professional manner.
- Undertake such tasks as may reasonably be expected commensurate with the scope and level of the role.

## Person Specification

| Candidates/post holders will be expected to demonstrate the following: | Essential / Desirable |   | How Evidenced? |    |    |
|--|-----------------------|---|----------------|----|----|
|  | E                     | D | A*             | I* | T* |
| <b>Experience</b>  |                       |   |                |    |    |

|   |          |          |           |           |           |
|---|----------|----------|-----------|-----------|-----------|
| Extensive experience within networking and infrastructure environments, including but not limited to Cloud virtual networking, LAN / WAN, Firewalls, Voice and Wireless technologies.   | x        |          | x         | X         |           |
| Extensive experience administering, configuring, and designing a multisite and hybrid cloud enterprise network environment.   | x        |          | x         | X         |           |
| A good understanding of network and infrastructure roadmaps and the ability to evaluate the applicability for business productivity solutions in accordance with the Digital and Data strategy  | x        |          | x         | X         |           |
| Experience of deploying hybrid cloud networking and infrastructure solutions, such as Managed service WAN's, Multi site enterprise LAN's, enterprise Wireless solutions, virtual cloud networking and secure resilient network environment and technologies | x        |          | x         | X         |           |
| Experience with core network technologies such as data and voice networks, routing, Layer 3 switching, firewall configuration, VLAN's, Software defined network technologies and secure resilient design principles.  | x        |          | x         | X         |           |
| Experience of undertaking appropriate impact assessment of network and infrastructure updates   | x        |          | x         | X         |           |
| Experience with integrations and migration paths from on-prem solutions to cloud solutions  | x        |          | x         | X         |           |
| Experience of analyzing highly complex technical issues and proposed solutions  | x        |          | x         | X         |           |
| Experience in the design of network and infrastructure environments   | x        |          | x         | X         |           |
| <b>Skills / Knowledge</b>   | <b>E</b> | <b>D</b> | <b>A*</b> | <b>I*</b> | <b>T*</b> |
| Extensive knowledge of supporting layer 2 / 3 Cisco and HP Aruba network environments and virtual networking  | x        |          | X         | X         |           |
| Strong routing and VLAN knowledge and skills  | x        |          | X         | X         |           |
| Strong attention to detail and excellent customer service ethos   | x        |          | X         | X         |           |
| Strong technical and governance documentation skills  |          |          | X         | X         |           |
| Ability to work autonomously and as a team player   | x        |          | X         | X         |           |
| Prioritise and sequence the Cisco / HP Aruba roadmaps - delivering proof of concepts.   | x        |          | X         | X         |           |
| Knowledge and experience of working across all technologies within Cisco / HP Aruba product space, ensuring best use of the right technology for the business requirement   | x        |          | X         | X         |           |
| Skilled in advanced troubleshooting across the network environment at a packet level  | x        |          | X         | X         |           |
| Evidence of outstanding working relationship with end users in exceeding their expectations   | x        |          | X         | X         |           |
| Working knowledge of PaaS, SaaS and IaaS technologies   | x        |          | X         | X         |           |
| Knowledge of scripting technologies, specifically for systems administration  | x        |          | X         | X         |           |
| Virtual server environments   |          | x        | X         | X         |           |
| An understanding of ITIL practices, current GDPR and information security principles  | x        |          | X         | X         |           |
| <b>Qualification / Education / Training</b>   | <b>E</b> | <b>D</b> | <b>A*</b> | <b>I*</b> | <b>T*</b> |
| Qualified to degree level in an IT related discipline.  | x        |          | X         |           |           |
| An IT technical qualification e.g. CCNA, CCNP, Azure Virtual Networking, Aruba Wireless or similar recognized professional qualification that demonstrates knowledge of essential skills  | x        |          | X         |           |           |
| ITIL Foundation Certificate is desirable  |          | x        | X         |           |           |

\*Key: A = Application, I = Interview, T = Testing/Assessment

## Core Expectations

|                                       |  |
|---------------------------------------|--|
| <b>Health, Safety &amp; Wellbeing</b> | All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing. |
| <b>Equality &amp; Diversity</b>       | Promote and champion equality and diversity in all aspects of the role.  |
| <b>Learning &amp; Development</b>     | Participate in and take responsibility of any learning and development required to carry out this role effectively.  |
| <b>Performance Management</b>         | Actively engage in the performance management process and take responsibility for managing performance outcomes.   |
| <b>GDPR</b>                           | Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.                                |
| <b>Adherence to Policies</b>          | Be aware of and comply with all organisation policies.   |
| <b>Matrix Working</b>                 | Work in a matrix way when required by actively collaborating across traditional boundaries—such as directorates, functions, or geographic areas—to achieve shared goals. Depending on your role, you may contribute to multiple projects or workstreams, often working alongside different teams and leaders.  |
| <b>Business Continuity</b>            | All staff should actively participate in business continuity training and exercises when required, ensuring they understand and follow business continuity plans and procedures to maintain organisational resilience during disruptions.  |
| <b>Other</b>                          | There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.  |

### Values

|                      |   |
|----------------------|---|
| <b>Collaborative</b> | We work as one organisation, building trust, connection and shared purpose across teams and partners to create the biggest impact for our region. |
| <b>Inclusive</b>     | Every voice matters – we create belonging, fairness and psychological safety so everyone can thrive.  |
| <b>Innovative</b>    | We think future and act smarter – embracing curiosity, creativity and continuous improvement to shape the future.                                 |
| <b>Driven</b>        | Focused on impact – leading with clarity, care and courage to deliver meaningful results for the West Midlands.                                   |

Our culture is built on collective leadership, where everyone plays a part in shaping how we work and succeed together. Guided by our values, we create an environment where people feel valued, supported and able to contribute their best. Through behaviours grounded in clarity, care and courage, as set out in our Leadership Statement we are making the West Midlands Combined Authority the best place to work and belong.

### Additional Post Requirements

| Politically Restricted Post  |                             | Disclosure and Barring Service (DBS) |                                   |                                   |                               | Vetting                      |                             |
|------------------------------|-----------------------------|--------------------------------------|-----------------------------------|-----------------------------------|-------------------------------|------------------------------|-----------------------------|
| Yes <input type="checkbox"/> | No <input type="checkbox"/> | Basic <input type="checkbox"/>       | Standard <input type="checkbox"/> | Enhanced <input type="checkbox"/> | None <input type="checkbox"/> | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

### Job Evaluation Details

| Date Evaluation Agreed    | JEP Reference | Grade     | Job Family |
|---------------------------|---------------|-----------|------------|
|                           |               | SP40-SP44 |            |
| <b>Position Reference</b> |               |           |            |