job description

Position title	Junior Network Engineer
Date	28th May 2025
Line Manager title	UK Technology Network Manager
Grade	12

Purpose

The Junior Network Engineer will support the design, implementation, and maintenance of our network and unified communications (UC) infrastructure. This role involves ensuring network performance, security, and availability to meet the needs of the organisation.

The ideal candidate will possess strong organisational and communication skills with the ability to collaborate with not just with the highly experienced individuals in the team, but across SUEZ UK & European technology teams.

Key Responsibilities

Ownership:
- Assist in the configuration and management of network devices such as routers, switches, and firewalls.
- Monitor network performance and troubleshoot issues to ensure optimal operation.
- Participate in network upgrades and expansions to support business growth.

People:
- Collaborate with senior network engineers and IT staff to resolve network-related issues.
- Provide support and guidance to end-users on network-related queries.
- Engage in continuous learning and development to enhance technical skills.

Communication:
- Document network configurations, changes, and procedures.
- Communicate effectively with team members and stakeholders regarding network status and issues.
- Prepare and present reports on network performance and incidents.

Customer:
- Ensure network services meet the needs of internal and external customers.
- Respond promptly to network-related service requests and incidents.
- Maintain a high level of customer satisfaction through effective support and communication.

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Key Responsibilities

Legislative Compliance:

- Ensure network operations comply with relevant industry standards and regulations.
- Assist in conducting network security audits and implementing necessary measures.
- Stay updated on compliance requirements and best practices in network management.

Skills

Technical Skills:
- Basic knowledge of network protocols and technologies (e.g., TCP/IP, DNS, DHCP).
- Experience with network monitoring and troubleshooting tools.
- Familiarity with network security principles and practices.

Managerial Skills:
- Ability to manage time effectively and prioritise tasks.
- Basic project management skills to assist in network-related projects.
- Capability to work under supervision and take initiative when needed.

Interpersonal Skills:
- Strong communication and teamwork skills.
- Problem-solving mindset with attention to detail.
- Willingness to learn and adapt to new technologies and challenges.

Behaviours

Actively embraces the global SUEZ Leadership Behaviours and Group Values by demonstrating:

- **Shape the Future**: Put our client at the centre of our actions, design an actionable vision, make sustainability a key differentiator, dare to innovate and drive continuous improvement.

- **Make it Happen**: Dare to drive change, be exemplary to aim for success.

- **Collaborate to Elevate**: Always lead in the Groups best interests, Foster Transparency & Networks

- **Unleash the talent of your People**: Trust & delegate, allow each person to grow, Care for yourself & others.

- **Team Spirit**: Together, we work, we collaborate, we problem solve, we support, we encourage, and we celebrate.

- **Respect**: We care, we can be our authentic selves, we're compassionate, we're ethical and we're honest. We act to keep everyone safe and well.

- **Commitment to the Environment**: We preserve, restore and protect our planet. We act to reduce, reuse, recycle and recover resources.

- **Customer Focus**: We're dedicated, focused and creative. We innovate, we advocate, and we collaborate with our customers for the environment.

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Behaviours

- **Continuous Improvement**: Demonstrate a proactive and collaborative approach to identify and implement opportunities which continually improve business processes, quality and overall performance.

Knowledge

- Understanding of network infrastructure components and their functions.
- Awareness of current trends and developments in network technology.
- Knowledge of basic network security measures and compliance standards.

Specific candidate requirements

N/A

Qualifications

- Bachelor's degree in computer science, Information Technology, or a related field.
- Relevant certifications (e.g., CCNA, CompTIA Network+) are a plus.
- Previous experience in a network support or related role is desirable.