Summary of main duties

- **Service Delivery:** Process all new connections, port upgrades, moves and changes and disconnections, following agreed process. Agree work schedule with all involved parties. Arrange tasks efficiently where possible to avoid repeated site visits.
- **Network Support**: Support day-to-day network operations and maintenance. Investigate alarms from monitoring systems and take corrective action. Plan and carry out planned maintenance, software and capacity upgrades and site maintenance, liaising with data centres, equipment vendors and other suppliers where necessary. Assist in asset management and capacity planning.
- **Technical Support/Problem Management:** Respond to support requests from both members and colleagues using helpdesk ticket system. Troubleshoot issues. Prioritise tickets, working on more urgent issues first, or delegating lower priority tickets.
- **Systems Administration:** Manage internal systems such as web, mail and application servers. Implement and upgrade systems, evaluate software and understand user requirements. Plan and carry out maintenance work, upgrades and security patches. Produce technical documentation and update technical knowledge where required.
- **Incident Management:** Respond to network outages. Identify the cause of the outage, collect relevant data, determine the impact, and take corrective actions. Escalate with vendor. Communicate with members and colleagues. Perform post-mortem analysis to determine the likely root cause. Take further corrective actions to prevent recurrence. Write a clear outage report.
- **Documentation and Process Review**: Document technical systems and processes. Periodic review. Define, streamline and update internal processes.
- **Training and/or Presentations**: Create and deliver presentations / training for technical and non-technical audiences.

Identifying occupational standards

The Skills Framework for the Information Age (SFIA) was the most relevant standards framework for my role, with some other more specialist skill areas identified in more detail in the **National Occupational Standards** database (NOS). In some areas, there is a degree of overlap between the two. They are useful for assessing and benchmarking my level of competency in each skill area, and for breaking down the role into discrete skills.

SFIA: https://sfia-online.org/en/sfia-9/sfia-views/full-framework-view/?path=/glance
NOS: https://www.ukstandards.org.uk/

Benchmark and find which level you are, for each of these occupational standards. Add or remove from the above frameworks as appropriate.

Occupational standard	Level	Framework	Ref
Network Support		SFIA	NTAS
Deliver Network Infrastructure Services Support	-	NOS	ESKITP903401
Problem Management		SFIA	PBMG
Problem Management Level 5 Role		NOS	ESKITP7035
Incident Management		SFIA	USUP
IT/Technology Service Help Desk and Incident Management Level 5 Role	-	NOS	ESKITP7025
Customer Service Support		SFIA	CSMG
Respond to IT service desk requests	-	NOS	TECIS71531
Network Design		SFIA	NTDS
Manage Network Infrastructure Services Planning	-	NOS	ESKITP901501
Systems installation/decommissioning		SFIA	HSIN
Configuration Management		SFIA	CFMG
Change Management		SFIA	CHMG
Change and Release Management Level 4 role	-	NOS	EKSITP7084
Asset Management		SFIA	ASMG
Capacity Management		SFIA	CPMG
IT/Technology Capacity Management	-	NOS	ESKICM2
Technology service management		SFIA	ITMG
Information security		SFIA	SCTY
Security operations		SFIA	SCAD
Learning Delivery		SFIA	ETDL
Learning Design and Development		SFIA	TMCR
Content authoring		SFIA	INCA
Content publishing		SFIA	IPCM
Knowledge management		SFIA	KNOW
Sales support		SFIA	SSUP
Programming/software development		SFIA	PROG
Perform corrective maintenance on an optical fibre network [1]		NOS	*TECIS1101308*

[1] Some of the NOS standards, while relevant, are not structured in levels and therefore are only partially applicable, for example *TECIS1101308, Perform corrective maintenance on an optical fibre network*.
Whilst I perform many of the tasks outlined (testing, fault-finding) and have some knowledge (optical

wavelengths and relevant standards), I do not carry out all of the plant or installation works required in *TECIS1101308*.

Identify skills gaps and areas for improvement

- List skills gaps identified by the skills mapping process above
- List the areas for improvement
- Create an action plan: Specific training, knowledge required

(Search "Open University Personal Development Plan")