

# JOB PACK

Network Engineer



Creating homes.  
Building lives.



Jigsaw



# ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

# JOB DETAILS

<b>Holidays:</b>	24 days leave per annum plus 3 days for Christmas closure (based on a 5 day working week) plus bank holidays, plus additional days after 2 years continuous service (to a maximum of 5 days)
<b>Pension:</b>	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
<b>Jigsaw Benefits:</b>	In return Jigsaw Homes Group offer occupational sick pay, on-site gyms, access to the Social Housing Pension Scheme, BHSF membership, enhanced maternity/paternity leave and training/development opportunities.

<b>Probation period and references:</b>	Please note that any offer made by the Group and subsequent employment is subject to a six-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
<b>Mandatory Training:</b>	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
<b>Eligibility to work in the UK:</b>	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
<b>Disclosure barring checks &amp; Medical Clearance:</b>	In addition, any offer is also subject to receipt of an Enhanced Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Visit <a href="http://www.jigsawhomes.org.uk/dbs">www.jigsawhomes.org.uk/dbs</a> to view the Group's DBS policy statement.  Further information about the disclosure can also be found at <a href="http://www.homeoffice.gov.uk/dbs">www.homeoffice.gov.uk/dbs</a>
<b>Diversity:</b>	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

# JOB DESCRIPTION

## OVERVIEW

All of Jigsaw's essential services rely on quality information, systems and technology supported by the 50 members of the IT department. Working to a brand-new IT Strategy, the team has exciting challenges like enabling colleagues to work effectively from anywhere, automating processes and improving digital services for our customers, whilst always improving security.

The team is also innovating in its ways of working, ensuring transparency, a keen focus on outcomes and faster delivery of benefits to the business.

### Role Summary

The Network Engineer role is a dynamic position that combines the responsibilities of network engineering with on-site technical support.

As a Network Engineer, you will assist in designing, implementing, and maintaining network infrastructure, ensuring optimal performance and security. This includes configuring and installing network devices such as routers, switches, and firewalls, as well as monitoring network performance and troubleshooting issues.

You will collaborate with senior engineers to develop and implement network solutions, contributing to the overall stability and efficiency of the network.

**Responsible to:** TBC

## MAIN TASKS OR ACTIVITIES

### 1. Network Engineering:

- Assist in the design, implementation, and maintenance of network infrastructure.
- Monitor network performance and troubleshoot issues to ensure optimal operation.
- Configure and install network devices such as routers, switches, and firewalls.
- Support network security measures, including firewalls, VPNs, and intrusion detection systems.
- Collaborate with senior engineers to develop and implement network solutions.

### 2. IT Field Engineering:

- Provide on-site technical support to clients, focusing on networking and internet-connected devices.
- Install, configure, and maintain networked IT equipment such as servers, desktops, laptops, printers, and mobile devices.
- Support with configuration, and maintenance of 'smart' internet-connected devices such as CCTV, Door Entry and building management systems.
- Perform routine maintenance and updates on client systems to ensure reliability and security.
- Assist with the setup and configuration of new client sites, including network cabling and equipment installation.
- Document and report on technical issues and resolutions.

3. Follow all Group policies and procedures in accordance with the role and attend mandatory training when requested to ensure compliance with the Group policies and procedures.

4. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.

5. Carry out any reasonable duty which may be, from time to time, requested by the Chief Executive, Deputy Chief Executive or Group Directors.

# Candidate Requirements

<b>Candidate Requirements:</b>	<p>Essential:</p> <ul style="list-style-type: none"><li>• Basic understanding of networking concepts and protocols (e.g., TCP/IP, DNS, DHCP).</li><li>• Familiarity with network hardware and software, including routers, switches, and firewalls.</li><li>• Experience with Windows and Linux operating systems.</li><li>• Familiarity with ITIL practices and procedures.</li><li>• Strong problem-solving skills and attention to detail.</li><li>• Full, valid UK driving licence with access to a vehicle for business use.</li></ul> <p>Desirable:</p> <ul style="list-style-type: none"><li>• Relevant certifications such as CompTIA Network+, Cisco CCNA, or similar.</li><li>• Experience with virtualisation technologies (e.g. VMware, Hyper-V), CCTV systems and other internet-connected devices.</li><li>• Knowledge of cloud services (e.g., AWS, Azure).</li><li>• Familiarity with ITIL practices and procedures.</li></ul>
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# JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



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