

Overview

This sub-discipline Network Support (903) is concerned with the competencies required for network operations and support to ensure the ongoing availability of IT services, systems and assets. It includes the primary installation, implementation and optimisation of Network hardware and software.

Network support can expect to support not only the users of the systems but also to the service delivery functions. Support normally takes the form of investigation and resolution of incidents for the network infrastructure. It may also include monitoring of performance and security. Solutions to incidents and problems may be provided through advice, training, provision of new services, fault correction and other work around or modifications to the infrastructure.

Working in the senior professional network support role (9034) is primarily focussed on the management of all aspects of network implementation and support including the diagnosis, investigation and remediation of network issues.

Performance criteria

You must be able to:

1. implement the strategy, policies, plans, standards, procedures, tools, and techniques that apply to network infrastructure services in line with organisational requirements
2. implement and maintain network operations schedules in line with organisational procedures
3. implement and maintain the service levels, operational hours and metrics that apply to network operations in line with organisational procedures.
4. schedule network operation activities as necessary to complete schedules in line with organisational procedures
5. document and communicate network operations schedules actions to relevant departments in line with organisational procedures
6. ensure that staffing levels are in line with network operations capacity requirements so that network operations can respond appropriately to a major incidents
7. identify user training requirements as a result of new network infrastructure developments, in line with organisational requirements
8. identify network support staff training requirements to meet organisational service level agreements
9. manage changes to business requirements through change control mechanisms during network installation, implementation and handover activities, in line with organisational procedures
10. apply best practice to network installation, implementation and handover activities, in line with organisational requirements
11. implement continuity plans to ensure effective network operating procedures in line with organisational procedures

Knowledge and understanding

You need to know and understand:

1. the key stakeholders for network service operations and management activities
2. the service level agreements in place for network infrastructure service operations
3. the strategy, policies, plans, standards, procedures, tools, and techniques that apply to network infrastructure services
4. who needs to be informed should a network infrastructure event arise
5. what is involved in network infrastructure services handover following installation
6. how to schedule network operations
7. how to source, gather and collate information relating to the management of network operations
8. how to implement the procedures, tools techniques and plans for network operations
9. how to manage relationships with internal and external individuals involved in the provision of support to network operations
10. how to communicate and liaise with external providers of network operations and event management services
11. what are the potential implications of not taking appropriate action in response to network infrastructure failure
12. why network events need to be responded to with minimal/disruption to the infrastructure
13. what are the actions and their impact that can be taken in response to events

Manage Network Implementation and Support

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