

**Section 1 | Job Details**

<b>Post Title</b>	<b>Network &amp; Security Engineer</b>	
<b>Reporting to</b>	Manager – Network and Security	
<b>Dotted Line Manager</b>		
<b>Business Unit</b>	IT Infrastructure	
<b>Department</b>	Technology & Transformation	

**Section 2 | Job Purpose**

Responsible for the day-to-day operation and support of Aldar Education HQ & Schools wired network, wireless network, IT network security and IP Telephony infrastructure. Part of a new site integration team, assessing, re-designing, re-deploying and maintaining new remote business sites and adding them to the central datacentre management.

**Section 3 | Dimensions**

<b>Staffing Accountability</b>	<b>Direct Reports</b>	0
	<b>Total Team size</b>	5
<b>Financial Accountability (Annual)</b>		None

**Section 4 | Key Accountabilities**

<b>Main Duties</b>	<ul style="list-style-type: none"> <li>Provide required support to other IT functions and End-User Support concerning network problems, including possible onsite technical support for escalated issues</li> <li>Troubleshoot network related issues, adhere to SLA's and OLA's related to network &amp; security services.</li> <li>Ensure all assets are patched and updated to minimize security breaches.</li> <li>Perform and configure network switches, routers, basic internet standards &amp; protocols</li> <li>Prepare routine reports to highlight IT security issues/concerns/criticalities.</li> <li>Continuously assess, test, improve and document 24x7 monitoring infrastructure including alarming, logs, and event management.</li> <li>Applying security and system patches, upgrades &amp; changes as requested.</li> <li>Implementing and enforcing network security measures set by Manager – Network and Security</li> <li>Troubleshoot, diagnose and resolve L1 technical issues related to Network &amp; security hardware and software.</li> </ul>
<b>Specific Duties</b>	<ul style="list-style-type: none"> <li>Perform the day-to-day operation of Aldar Education wired network, wireless network, IT network Security and IP Telephony infrastructure.</li> <li>Assess the infrastructure of new business and school buildings, perform gap analysis, tech evaluation and work on putting IT Infra refresh and deployment plans to bring them up to AE's standard.</li> <li>Work as part of a team to implement the IT infra in the new business sites, and perform all needed configuration to join the site with the central infrastructure</li> <li>Add and modify network connections and hardware.</li> <li>Configure firewalls as per AE standards and policies</li> <li>Troubleshoot network and equipment, including the telephony and security network.</li> <li>Maintain and monitor DR Network infrastructure.</li> <li>Provide network utilization, capacity and performance reports</li> <li>Maintain network standardization and network equipment specification documents.</li> <li>Asset tag network assets (i.e. network hardware and software, monitoring tools) and maintain an updated inventory</li> <li>Coordinate security issues with IT Managers and other IT functions.</li> <li>Provide L1 incident response support and resolution</li> <li>Ensure all network-related L1 &amp; L2 tickets are assigned, resolved or escalated following AE's ITSM standards</li> <li>Directly reporting to Manager – Network &amp; Security Infrastructure</li> <li>Prepare SOW's, BOQ's, and other IT procurement related documents.</li> <li>Assist Manager Network &amp; Security in technical assessment of procured and existing technologies.</li> <li>Install, configure and uninstall VPN clients and MFA protocols.</li> </ul>

**Section 5 | Communications & Working Relationships**

<b>Internal</b>	<b>External</b>
<ul style="list-style-type: none"> <li>IT Support Engineers</li> <li>Other IT functions</li> <li>Infrastructure team</li> <li>IT Management</li> <li>Business users and stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>Technical consultants,</li> <li>Technicians from vendor sand principal manufacturers.</li> </ul>

**Section 6 | Qualifications, Experience & Skills**

<b>Minimum Qualifications</b>	<ul style="list-style-type: none"> <li>Bachelor of Engineering in Electronics &amp; Communication or Computer Engineering</li> <li>Network Certification: CCNA (minimum) or CompTIA Network+ or equivalent.</li> <li>CCNP will be a plus</li> </ul>
-------------------------------	---

	<ul style="list-style-type: none"> <li>• MSCA is a plus</li> </ul>
<b>Minimum Experience</b>	<ul style="list-style-type: none"> <li>• 5 Years of experience in IT networking &amp; security</li> </ul>
<b>Job Specific Knowledge &amp; Skills</b>	<p><b>Job Specific Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Knowledge of Network Protocols, network components, network operating systems and Security Standards.</li> <li>• Hands-on Knowledge of procedures used for installation, modification, maintenance of IT network hardware appliance, virtual appliance, and software.</li> <li>• Excellent hardware troubleshooting experience with network &amp; security technologies</li> <li>• Proven experience knowledge of below network technologies,             <ul style="list-style-type: none"> <li>▪ TCP/IP and IP Subnetting</li> <li>▪ Structure cabling / Passive Networking</li> <li>▪ Switching (Juniper, Cisco preferred)</li> <li>▪ Routing (Juniper, Cisco preferred)</li> <li>▪ Wireless experience is a must (Aruba, Cisco preferred)</li> <li>▪ Experience with firewalls is a must (Fortigate, Palo Alto, or others)</li> <li>▪ IP Telephony – Cisco IP Telephony</li> <li>▪ General VPN</li> <li>▪ Anti-Virus Administration,</li> <li>▪ OS – Windows Server and Windows 10 is a plus</li> </ul> </li> </ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• Strong analytical skills</li> <li>• Good customer service skills</li> <li>• Appetite to learn continuously.</li> <li>• Strong troubleshooting and problem-solving skills</li> <li>• Highly self-motivated and directed, with keen attention to detail</li> <li>• Ability to present ideas in user-friendly language is a plus.</li> <li>• Strong interpersonal, written and oral communication skills</li> <li>• Able to effectively prioritize tasks in a high-pressure environment.</li> <li>• Driver's license and access to a car is a must.</li> </ul>

## Section 7 | Safeguarding

Aldar Education is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. Offers of appointment are subject to satisfactory references and police clearance.

## Section 8 | Approvals

### Department Leader

Title:

Signature:

Date:

### Human Resources

Title:

Signature:

Date:

## Section 9 | Employee Acceptance

### Employee

Title:

Signature:

Date: