Profile title	NETWORK SPECIALIST ROLE		(14)
Summary statement	Ensures the alignment of the network, including telecommunication and/or computer infrastructure to meet the organisation's communication needs.		
Mission	Manages and operates a networked information system, solving problems and faults to ensure defined service levels. Monitors and improves network performances and security.		
Deliverables	**Accountable**	**Responsible**	**Contributor**
		• Solution Documentation (Network) • Solution in Operation (Network) • Solution Specification (Network)	• Solved Incident • Information Security Assessment
Main task/s	• Ensure communication performance, recovery, and security needs meet agreed service agreement standards • Contribute to define network design policies, philosophies and criteria • Investigate, diagnose and solve network problems • Use network management system tools to determine network load and model performance statistics • Maintain awareness of relevant legislation affecting network security • Configure network to protect against security threats • Monitor network to identify and address traffic bottle necks		

The table above is an extract from *European ICT professionals role profiles* Ref. No. CWA 16458-1:2018 E © 2018 CEN

The following pages map SFIA skills and competency levels to the role profile. There are 2 parts to the mapping:
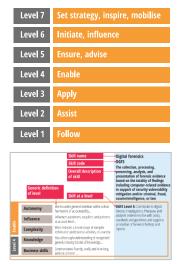
- *The Level of responsibility.*

  A common language is used to describe levels of responsibility across roles in all professional disciplines. The SFIA Framework consists of seven levels of responsibility; Level 1, the lowest, to Level 7, the highest. The levels describe the behaviours, values, knowledge and characteristics that an individual should have in order to be identified as competent at the level. Each of the levels is also labelled with a phrase to summarise the level of responsibility.

- *The Professional skills.*

  SFIA 7 consists of 102 professional skills. Each skill description is made up of an overall definition of the skill and a description of the skill at each of up to seven levels.
  The skill level descriptions provide a detailed definition of what it means to practice the skill at each level of competency. The skill level descriptions are aligned to the 7 levels of responsibility which ensures consistency throughout the SFIA framework making it solid and robust across professional disciplines.

Level 7	Set strategy, inspire, mobilise
Level 6	Initiate, influence
Level 5	Ensure, advise
Level 4	Enable
Level 3	Apply
Level 2	Assist
Level 1	Follow

EU ICT Network Specialist role (14)

SFIA Generic Responsibility Levels for the Role

Autonomy – Level 5
• Works under broad direction
• Work is often self-initiated
• Is fully responsible for meeting allocated technical and/or project/supervisory objectives
• Establishes milestones and has a significant role in the assignment of tasks and/or responsibilities

Influence – Level 5
• Influences organisation, customers, suppliers, partners and peers on the contribution of own specialism
• Builds appropriate and effective business relationships
• Makes decisions which impact the success of assigned work, i.e. results, deadlines and budget
• Has significant influence over the allocation and management of resources appropriate to given assignments
• Leads on user/customer collaboration throughout all stages of work
• Ensures users' needs are met consistently through each work stage

Complexity – Level 5
• Performs an extensive range and variety of complex technical and/or professional work activities
• Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts
• Understands the relationship between own specialism and wider customer/organisational requirements

Knowledge – Level 5
• Is fully familiar with recognised industry bodies of knowledge both generic and specific
• Actively seeks out new knowledge for own personal development and the mentoring or coaching of others
• Develops a wider breadth of knowledge across the industry or business
• Applies knowledge to help to define the standards which others will apply

Businesss Skills – Level 5
• Demonstrates leadership
• Communicates effectively, both formally and informally
• Facilitates collaboration between stakeholders who have diverse objectives
• Analyses, designs, plans, executes and evaluates work to time, cost and quality targets
• Analyses requirements and advises on scope and options for continuous operational improvement
• Takes all requirements into account when making proposals
• Demonstrates creativity, innovation and ethical thinking in applying solutions for the benefit of the customer/stakeholder
• Advises on the available standards, methods, tools and applications relevant to own specialism and can make appropriate choices from alternatives
• Maintains an awareness of developments in the industry
• Takes initiative to keep skills up to date
• Mentors colleagues
• Assesses and evaluates risk
• Proactively ensures security is appropriately addressed within their area by self and others
• Engages or works with security specialists as necessary
• Contributes to the security culture of the organisation

EU ICT Network Specialist role (14)

SFIA Professional Skills for the Role
Core - all people performing this job will need this skill. Optional - some people performing this job will need the skill.

Core: Network planning @ Level 5
• Creates and maintains network plans for own area of responsibility, contributes to setting service level agreements, and plans the infrastructure necessary to provide the network services to meet such agreements

Core: Network design @ Level 5
• Produces outline system designs and specifications, and overall architectures, topologies, configuration databases and design documentation of networks and networking technology within the organisation
• Specifies user/system interfaces, including validation and error correction procedures, processing rules, access, security and audit controls
• Assesses associated risks, and specifies recovery routines and contingency procedures
• Translates logical designs into physical designs

Core: Network support @ Level 5
• Drafts and maintains procedures and documentation for network support
• Makes a significant contribution to the investigation, diagnosis and resolution of network problems
• Ensures that all requests for support are dealt with according to set standards and procedures

Core: Specialist advice @ Level 4
• Actively maintains knowledge in one or more identifiable specialisms, and provides detailed and specific professional advice regarding the application of their specialism(s) to the organisation's operations
• Recognises and identifies the boundaries of their own specialist knowledge, seeking to work with other specialists where appropriate, to ensure advice given is appropriate the needs of the organisation

Core: Problem management @ Level 4
• Initiates and monitors actions to investigate and resolve problems in systems, processes and services
• Determines problem fixes/remedies
• Assists with the implementation of agreed remedies and preventative measures