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| Title | Technical Support – Networks |
| Position reports to: | Technical Lead - Networks |
| DCS Team: | Technical Support – DCS Networks |
| Department: | Data Centre Services |
| Employment status: | Full-Time |

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| Role Description |
| We are SCC – Specialist Computer Centres – Europe’s leading provider of IT services and solutions. Demand for our Data Centre services continue to grow both from existing and new customers creating a real career opportunity for a talented individual to join us at our Birmingham Data Centre as a Technical Specialist.  Key Responsibilities   * Manage and own the functional operation of Switches, Firewalls and Routers within the environment. * Performing Firewall Configuration, troubleshooting and Administration. * Monitoring and maintaining switching infrastructure to agreed service levels. * Managing incidents and problems appropriately within agreed service levels. * Creating and performing authorized changes to customer environments, attending CABs where necessary. * Completing software and hardware upgrades periodically. * Ensure technical documentation is completed and updated to professional standards. * Contribute to the continuous improvement programs of all technology platforms across the Data centre. * Assist with the acceptance into service into operational support for all new implementations and enhancements/upgrades. * Contributing to delivering team performance. * Cover on call as part of a team rota. |

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| Attributes of Successful Candidate |
| * Determined, can-do attitude. * Ability to work on own as well as part of a team. * Meticulous approach, effective written and oral communicator. * Proven network management skills. * Ability to work in a fast paced, deadline intensive environment. * Excellent customer service and organisation skills. * Professional and presentable at all times. |

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| Skills Knowledge & Experience |
| Skills  Essential:  • Cisco Certified Network Associate (CCNA).  • Strong background with troubleshooting core network technologies in large scale / datacentre deployment.  • Minimum 1-3 years’ experience providing support to enterprise level clients in a multivendor environment.  • Good working knowledge and experience with Cisco technologies:  • Cisco ASA’s.  • Cisco Routers/Switches.  • Nexus Series Switches.  • Juniper.  • VSS.  • Good working knowledge and experience with VPN technologies:  • SSL Remote Access VPN.  • IPSEC Site-to-Site VPN.  • Experience in providing out of hours support to a 24/7 environment.  Desirable:  • Cisco Certified Network Associate Security (CCNA Security).  • Knowledge and experience with Fortinet technologies:  • Fortigate Firewalls.  • FortiManager / FortiAnalyser.  • Fortinet SDWAN.  • F5 Loadbalancing.  • Meraki managed devices.  • Cisco FirePower Management Centre\ FirePower.  • DMVPN / DVTI / GRE.  • ITIL qualification or awareness of the ITIL processes.  • Experience of working in a multi-client solutions provider. |
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