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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 |
| SkillsEssential:• 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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