

|  |  |
| --- | --- |
| Role Title  | Technical Support - Network & Security |
| Function & Dept. | Technical Support – Network & Security – Technical Operations – SCC UK Digital Cloud |
| Career Growth Level | Collaborating & providing Technical Knowledge (E)   |
| CGP Descriptor  | Specialist team members with experience of specific fields, may have some involvement in amending and constructing processes to criteria. Technically or operationally knowledgeable in a defined field or, may have responsibility for key customer engagement activity. |
| Team  | Networks and Security |
| Reports to | Operations Technical Lead – Network & Security |
| Role Purpose  | The Technical Support – Network & Security role is responsible for supporting a wide range of customers and networking technologies. Planning and assisting in designing and implementing internal projects ranging from major upgrades to full network health checks, as well as resolving BAU tickets. |
|  |  |
| Key Responsibilities  |
| 1. Manage and assist the functional operation of technical environments.
2. Performing Firewall Configuration, troubleshooting and Administration.
3. Monitoring and maintaining switching infrastructure to agreed service levels.
4. Managing incidents and problems appropriately within agreed service levels.
5. Creating and performing authorised changes to customer environments, attending CABs where necessary.
6. Completing software and hardware upgrades periodically.
7. Ensure technical documentation is completed and updated to professional standards.
8. Contribute to the continuous improvement programs of all technology platforms across the Data centre.
9. Assist with the acceptance into service into operational support for all new implementations and enhancements/upgrades.
10. Contributing to delivering team performance.
11. Cover on call as part of a team rota.
 |
|  |  |
| Person Specification  |
| 1. Cisco Certified Network Associate (CCNA) or working towards.
2. Strong background with troubleshooting core network technologies in large scale / datacentre deployment.
3. Minimum 1-3 years’ experience providing support to enterprise level clients in a multivendor environment.
4. Good working knowledge and experience with Cisco technologies: ASA’s, Routers/Switches, Nexus Series Switches, Juniper, VSS, FirePower Management Centre/FirePower.
5. Good working knowledge and experience with Fortigate technologies: Firewalls, FortiManag-er/Forti Analyser, Fortinet SDWAN.
6. Good working knowledge and experience with F5 Load balancing, Meraki managed devices.
7. Good working knowledge and experience with VPN technologies: SSL Remote Access VPN, IPSEC Site-to-Site VPN.
8. ITIL qualification or awareness of ITIL processes.
9. Ability to work irregular hours, including evenings and weekends.
10. Must be able to obtain the Government and/or Police Security levels required in order to meet the operational requirements of the role and as per the requirements stipulated in the relevant customer contracts.
 |

|  |  |  |
| --- | --- | --- |
| Key Competencies |  | Level  |
| 1. | Relationship Building | 1 |
| 2 | Network Support | 1 |
| 3. | Continuous Improvement | 1 |
| 4. | Revenue Growth | 1 |
| 5. | Planning and organising | 1 |
| 6. | Communication Skills | 1 |

|  |  |  |
| --- | --- | --- |
| Management Competencies |  | Level |
| 1. | Leading, Developing and Managing People  | 1 |
| 2 | Problem Solving and Decision Making  | 1 |
| 3. | Influencing Others  | 1 |
| 4. | Embracing the need for change | 1 |
| 5. | Thinking & Acting Strategically  | 1 |
| 6. | Planning & Analysis | 2 |
| 7. | Performance Management | 1 |
| 8. | Employee Experience  | 1 |
| 9. | Resourcing | 1 |
| 10. | Competency Assessment  | 1 |

|  |  |  |
| --- | --- | --- |
| Value Behaviours  |  | Level |
| 1. | Responsibility  | 3 |
| 2. | Passion  | 3 |
| 3. | Customer First  | 3 |
| 4. | Agility  | 3 |
| 5. | Family  | 3 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version  | Date  | Description  | Approved by  | Date  |
| 1.0  | November 2023  | Original  | HR  | November 2023  |
| 2.0 | March 2024  | Formatting of cells  | HR  | March 2024  |