

JOB DESCRIPTION

Network Support Engineer (Levels 1-5)

Responsible to:	Operations Manager
Direct Reports:	None
Salary:	£27,000 to £50,000 plus benefits <ul style="list-style-type: none"> • Level 1 £27-£31k • Level 2 £31-£34k • Level 3 £34-£40k • Level 4 £40-£44k • Level 5 £44-£50k

TNP Overview

TNP supplies independent consultancy allowing large organisations to design, build and operate their own networks and security solutions, supported by the expertise that TNP has to offer.

A large proportion of TNP's customer-base is public sector, currently offering services to Local Authorities, Health, Educations and Police/Blue Light services, including provision of Wide Area Networks, Local Area Networks, Wireless LAN and Security. Underpinning this, TNP operates its own carrier class ISP network providing high speed Internet access across the UK.

We want to make sure we have the best people for the job and provide genuinely equal opportunities for our people to thrive.

Our recruitment process is designed with inclusion and equity at its core, and we encourage all our employees to work to deliver TNP's mission which is to be:

"The trusted long-term partner to public sector, delivering excellent outcomes in connectivity and security"

Underpinning this are TNP core values that encourage and support staff to work within a behavioural framework of:

People First, All in it Together

Never Stop Evolving

Do the Right Thing Always

Take Action Be Accountable

Role Overview

TNP is engineering led and the Operations Team are frequently seen as an extension to our customer's internal helpdesk. We develop close relationships with our customers and as such hire based on experience as well as for future potential.

Network Support Engineers are the key roles within TNP's Network Operations Team, providing technical support to our wide range of customers, providing exceptional technical support to our customers via phone and email and implementing quality network and security solutions.

Network Support Engineers maintain a focus on providing an excellent level of technical support and ensuring technical skills are developed in the team to increase our ability to resolve support requests during the first interaction with the customer.

The Network Support Engineer has built in progression opportunities within the role with 5 progressive levels (L1 to L5). Progression is evidence based, and is regularly assessed on your skills, aptitude, experience and qualifications.

This is a fantastic opportunity to join a growing company at the forefront of Network and Security Engineering.

Main Duties

As a Network Support Engineer, you will:

Level 1	<ul style="list-style-type: none"> • Be part of rota to cover Service Desk operations within core working hours (Weekdays 8AM to 6PM) • Be part of rota to cover non-core hours (Weekdays 6PM to 11PM) (<i>Additional increments payable</i>) • Handle incoming calls and undertaking any relevant issue investigation ensuring all key information is accurately captured. • Undertake support for tickets received via email, telephone, proactive alerts and monitoring tools. • Perform triage, remote diagnostics and dispatch faults and requests to an appropriate escalation point if appropriate. • Perform daily health checks for key customer and TNP infrastructure • Be an active member of TNP's Security Operations Centre (SOC) responding to alerts, assessing vulnerability impact and implementing mitigation measures. • Perform and undertake all aspects of support service (telephone calls, web incidents, voicemails, call backs, e-mails etc.) to ensure the successful resolution of issues. • Liaise with 3rd party TAC support teams such as Cisco, Fortinet, Juniper and Openreach as required. • Assist on regular upgrade programs to ensure TNP and customer infrastructure is up to date with latest approved firmware levels. • Contribute to and/or create knowledge base articles and aim to improve initial contact ticket resolution and assist with timely resolution of incidents in line with Service Level Agreements (SLAs). • Provide an exceptional level of customer service, ensuring satisfaction is met at all customer touch points, providing the highest levels of customer satisfaction. • Develop technical skills in a multi-vendor environment. • Have opportunity to gain industry recognised qualifications and develop personal learning skills. • Such other duties appropriate to the grade as may be directed by the Board of TNP or by its nominated representatives.
Level 2	<ul style="list-style-type: none"> • As above plus:

	<ul style="list-style-type: none"> ○ Assist in the preparation, testing, installation and maintenance of network infrastructure owned or managed by TNP. This includes passive elements such as cabling and active elements such as switches, routers, firewalls etc. ○ Assist in the implementation of high-quality standard and bespoke networking and security equipment installations and upgrades. ○ Assist in the Management, installation & configuration of security appliances such as Next-Generation Firewalls, VPN concentrators and associated authentication systems. ○ Be part of Fast response rota for critical visits to customer premises for break-fix response ○ Be part of Out of Hours rota for critical customer faults including OOH fast response <i>(Additional allowance paid)</i>
Level 3	<ul style="list-style-type: none"> ● As above plus: <ul style="list-style-type: none"> ○ Deliver installation and maintenance of network infrastructure owned or managed by TNP. This includes passive elements such as cabling and active elements such as switches, routers, firewalls etc. ○ Deliver high-quality standard and bespoke networking and security equipment installations and upgrades. ○ Create quality documentation to support fault resolution and knowledge sharing ○ Assist and train other members of the Operations team including delivery of ad-hoc and planned training sessions ○ Be the Operational lead for specific deployments or technologies at customer, technical or vendor level ○ Work within customer requirements to design & deliver relevant small-scale projects within agreed timescales.
Level 4	<ul style="list-style-type: none"> ● As above plus <ul style="list-style-type: none"> ○ Lead on regular upgrade programs to ensure TNP and customer infrastructure is up to date with latest approved firmware levels. ○ Lead in the installation and maintenance of network infrastructure owned or managed by TNP. ○ Plan and implement high quality standard and bespoke networking and security equipment installations and upgrades. ○ Manage, install & configure security appliances such as Next-Generation Firewalls, VPN concentrators and associated authentication systems. ○ Evaluate and test new technologies. ○ Work within customer requirements to design & deliver relevant medium-scale projects within agreed timescales. ○ Achieve and maintain professional-level qualifications in the field of network or security infrastructure (such as Cisco CCNP, Juniper JNCIS, Aruba ACSP, Fortinet NSE)
Level 5	<ul style="list-style-type: none"> ● As above plus <ul style="list-style-type: none"> ○ Act as Escalation point for complex faults ○ Delivery training and mentoring sessions for Operations Team

	<ul style="list-style-type: none"> ○ Identify training gaps for members of the Operations Team and assist with development plans ○ Mentor colleagues to achieve professional qualifications and self-development ○ Monitor and assist with Service Desk improvements ○ Be active member of Operations Management team to help drive improvements and efficiencies across the wider Operations Team ○ Lead on coordination of P1 incidents engaging and communicating with internal teams, customers and other stakeholders ○ Be point of contact for handover of new implementations into support ○ Attend customer service review meetings, incident reviews and project planning meetings ○ Produce Reasons for Outages (RFO) following major incidents
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Special Conditions

- Enhanced Disclosure and Barring Service (DBS) is a condition of initial appointment.
- Non-Police Personnel Vetting (NPPV3) clearance to be achieved within probationary period.
- A full UK driving licence

Contacts

Name/organisation	Reason	Approximate Frequency
Operations Manager	Line management Performance monitoring Development reviews	Daily
Service Desk Manager	Day to day supervision and allocation of work Capacity management	Daily
Operations Desk	Working on faults and queries either alone in collaboration with peers	Daily
Network Infrastructure & Security Specialists	Escalations for faults and queries and complex incidents Handover and documentation Training and mentoring	
TNP Project Team	Planning and scheduling of implementation work; providing progress updates, attending project meetings	Daily
Customers & Partners	Design, Installation, audits, presentation of reports, fault investigation and rectification; liaison and problem solving,	Daily
Network providers & Hardware Vendors	Fault escalation and support	As Required

Person Specification

Criteria	Essential / Desirable	Application form / Interview

<p>Working knowledge of Networking/Security Fundamentals including but not limited to:</p> <ul style="list-style-type: none"> • OSI & TCP/IP Models • IP Addressing & Subnetting • Switching & VLANs • Routing Fundamentals • Wireless Networking • Firewall Configuration & administration • Troubleshooting Skills • Monitoring & Tools 	Varying level depending on experience, aptitude and qualifications (see table below)	Interview
Experience in a helpdesk / support environment with a methodical and logical approach to troubleshooting and possess the ability to garner the correct information from customers to minimise resolution time.	Essential at Level2 and above	Application form
An active interest developing your technical understanding of computer networking and security.	Essential	Interview
Working experience of at least two major networking vendor platforms	Essential at Level 3 and above	Application form / Interview
Experience of planning networking equipment installations and upgrades, fault finding & troubleshooting	Essential at Level 3 and above	Interview
Experience of Network infrastructure and some or all of the following network areas: OSI & TCP/IP models, IP Addressing and Subnetting, Switching & VLANs, Routing, Wireless networking.	Essential at Level 3 and above	Interview
Experience of Enterprise Firewalls and some or all of the following security areas: Unified Threat Management, Web Filtering, Email Security, Two Factor Authentication, Site2Site IPSec VPN, customer/dialup VPN, identity and access management	Essential at Level 3 and above	Interview
Strong commitment to personal development including both technical knowledge and qualifications and non- technical skills training.	Essential	Interview
Relevant professional-level qualifications in the field of networking and/or security (e.g. Cisco CCNA/CCNP, Juniper JNCIA/JNCIS, Fortinet NSE4/5 etc)	Desirable at Level 3 Essential at Level 4 and above	Application Form
Excellent communication skills, both written and verbal coupled with an ability to maintain confidentiality.	Essential	Application form / Interview
Enthusiasm and a demonstrated capability for problem solving, with an ability to identify, prioritise and focus on key issues.	Essential	Application form / Interview
Ability to work both independently and as part of a team, with minimum day-to-day supervision. Commitment to approaching tasks with flexibility, proactivity and completion to a high quality of workmanship.	Essential	Interview
A flexible approach to areas of work which will include participation in an out-of-hours on-call rota as well as occasional work outside of standard office hours.	Essential	Interview

Level	Knowledge requirement
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Level 1	<p>Fundamental technical understanding/awareness</p> <ul style="list-style-type: none"> - Basic ticket handling and triage - Handle standard documented change requests - Strong desire to learn
Level 2	<p>Level 1 plus:</p> <p>Good technical understanding/familiarity</p> <ul style="list-style-type: none"> - Comfortably familiar with concepts - Fundamental troubleshooting ability - Able to work through most incidents and service requests independently.
Level 3	<p>Level 2 plus:</p> <p>Strong technical understanding/proven</p> <ul style="list-style-type: none"> - Ability to deliver standard solutions/resolutions with minimal assistance - Proven proactivity via documentation write ups and ticket management
Level 4	<p>Level 3 plus:</p> <p>Deep technical understanding/proven</p> <ul style="list-style-type: none"> - Ability to confidently deliver most solutions/resolutions without assistance - Recognised vendor qualification (e.g. CCNA, NSE4, JNCIA)
Level 5	<p>Level 4 plus:</p> <p>Subject matter expert</p> <ul style="list-style-type: none"> - High level understanding of all technical concepts - Able to assist in delivery of complex project or resolution of complex and large-scale issues.