

JOB DESCRIPTION

The Networking People (TNP) Limited

Graduate Network Support Engineer

(2-year programme, leading to full-time Network Support Engineer role)

Responsible to: Operations Manager
Immediate Subordinates: None
Salary: £21,000 plus benefits

Overview

Based in the North-West, TNP are looking for an enthusiastic, high calibre Graduate Network Support Engineer to join our dynamic company, start date Summer 2020.

Candidates should be either a current final year student or recently graduated (within the last 2 years) and keen to pursue a career in computer networking and security. They will need to demonstrate an avid interest in computer networking, a logical approach to problem solving, planning and good interpersonal communications skills.

The Graduate role offers an opportunity for new graduates to receive focussed development within a structured programme leading to a Network Support Engineer role within TNP. Over the initial 2 years the successful candidates will be involved in network and security related projects working with leading vendors including Cisco, HP, Juniper and Fortinet. They will gain hands-on experience across a wide range of technologies and have the opportunity to gain industry certifications. The 2-year programme will include assignments within each of the following areas of TNP; Networking, Security, Systems and Support (Ops Desk).

At the end of the 2 years assuming relevant criteria has been met they will become a Network Support Engineer.

Candidates should have a knowledge of TCP/IP, network security/firewalls, communications media and networking equipment. Whilst it is not expected to have work experience in these areas a working knowledge of networking and security equipment in a home or lab environment is desired.

Key to the role is attitude, desire and ability to learn new technologies quickly; as well as excellent customer focus and communication skills.

SPECIAL CONDITIONS

The company's 24x7 support commitments may require participation in a rota based, on-call system that will result in call-outs outside of standard working hours.

A Disclosure and Barring Service (DBS) clearance is a condition of initial appointment and ongoing employment.

The role may involve working at height and in confined spaces. If applicable, the applicant may be expected to complete an Advanced Industrial Climber course.

This post requires the ongoing possession of a full, valid driving licence.

CONTACTS

| Name/organisation | Reason | Approximate |
|-------------------|--------|-------------|
|-------------------|--------|-------------|

| | | Frequency |
|---|---|------------------|
| Operations Manager or nominated representative. | Day to day management, directions & instructions | Daily |
| Operations Manager | Performance monitoring | Weekly |
| Operations Manager | Reviews | Quarterly |
| TNP Internal | Team work | Daily |
| TNP Operations Desk | To accept escalated faults and queries. | Daily |
| Customers & Partners | Installation, connections, fault investigation and rectification; liaison and problem solving | Daily |
| Network providers & Hardware Vendors | Fault escalation and support | As Required |

MAIN DUTIES

1. Undertake Operations support via email and telephone. Perform triage, remote diagnostics and dispatch/escalate to an appropriate team member if appropriate.
2. Provision of technical support for network and system faults, as directed, ensuring prompt rectification.
3. Assist Network installation and commissioning activities associated with networks owned or managed by TNP, as directed.
4. Assistance, as directed, in the 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, as directed, and associated tasks such as the configuration of user machines.
5. Assistance with Management, installation & configuration of security appliances such as Next-Generation Firewalls, VPN concentrators and associated authentication systems.
6. Management, installation & configuration of IP Telephony devices.
7. Working within customer requirements to design & deliver relevant small-scale projects within agreed timescales.
8. Through TNP Operations desk or direct instruction undertake support at customer premises.
9. To work to appropriate service levels with defined quality of service metrics that will enable you to maintain and demonstrate high quality of service provision.
10. To maintain high levels of professional conduct, including but not limited to, cooperative engagement in tasks set, the exercising of initiative to suggest through line managers improvements to the service provided, and clear and professional styles of communication at all times.
11. Day-to-day support of internal and external projects including liaison with other sites as necessary.
12. Such other duties appropriate to the grade as may be directed by the Board of TNP or by its nominated representatives.

Person Specification

| Criteria | Essential / Desirable | Application form / Interview |
|--|-----------------------|------------------------------|
| Degree in the field of networking, computer science, security or similar | Essential | Application Form |
| Ability & willingness to undertake relevant professional qualifications in the field of networking & security | Essential | Interview |
| Knowledge of TCP/IP networking and L2/L3 protocols | Essential | Application form / Interview |
| Experience of networking and security equipment in a home or lab environment. | Desired | Application form/ Interview |
| Willingness to plan networking equipment installations and upgrades, fault finding & troubleshooting | Essential | Interview |
| Knowledge of at least two major networking vendors platforms, e.g. Cisco IOS/Nexus, HP Procurve/Comware, Extreme XOS, Juniper Junos EX/MX/SRX, Fortinet FortiOS etc. | Essential | Application form / Interview |
| Ability to work at height | Desirable | Interview |
| 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. Commitment to approaching tasks with flexibility, proactivity and completion to a high quality of workmanship. | Essential | Application form / Interview |
| A flexible approach to areas of work which will include occasional work outside of standard office hours. | Essential | Interview |
| Commitment to undergo further training through operational requirements and personal development | Essential | Interview |
| Full UK Driving License | Essential | Application form |