

JOB DESCRIPTION

Network Support Engineer

Responsible to:	Operations Manager
Immediate Subordinates:	None
Salary:	£30,000 to £40,000 plus benefits

Overview

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

You should have an avid interest in computer networking, a logical approach to problem solving, planning and good interpersonal communications skills. Knowledge of TCP/IP, network security/firewalls, communications media and networking equipment are essential.

MAIN FUNCTION

To plan, install, commission, maintain, support and de-commission IT networks and security infrastructure remotely and from a range of locations across the UK. Candidates must have a keen interest in computer networking coupled with an in-depth knowledge and working experience of LAN/WAN design, router/switch configuration, TCP/IP and other major networking concepts. You will also have skills in other relevant areas of telecommunications such as Network Security/Firewalls, LLU, xDSL and fibre/DWDM technologies. Experience of mast climbing and radio surveying would be advantageous.

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	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

MAIN DUTIES

1. Network installation and commissioning activities associated with networks owned or managed by TNP, as directed.
2. Provision of technical support for network and system faults, as directed, ensuring prompt rectification. This may require 24x7 call-out rota working.
3. 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.
4. Management, installation & configuration of security appliances such as Next-Generation Firewalls, VPN concentrators and associated authentication systems.
5. Management, installation & configuration of IP Telephony devices.
6. Working within customer requirements to design & deliver relevant small scale projects within agreed timescales.
7. Undertake 1st and 2nd line support via email and telephone. Perform triage, remote diagnostics and dispatch to an appropriate team member if appropriate.
8. Through TNP Operations desk or direct instruction undertake 2nd line 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. To assist in the evaluation and testing of new technologies, as directed.
12. Day-to-day support of internal and external projects including liaison with other sites as necessary.
13. Attendance and reporting to appropriate internal and external meetings
14. 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
Relevant professional-level qualifications in the field of networking (Cisco CCNA/CCNP, Juniper JNCIA/JNCIS, Fortinet NSE4/5 etc)	Desirable	Application Form
Ability & willingness to undertake relevant professional qualifications in the field of networking & security	Essential	Interview
Full UK Driving License	Essential	Application Form
Knowledge of TCP/IP networking and L2/L3 protocols	Essential	Application form / Interview
Experience of planning networking equipment installations and upgrades, fault finding & troubleshooting	Essential	Interview
Working experience 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
Knowledge of xDSL technologies and LLU	Desirable	Interview
Knowledge of fibre technologies (CWDM/ DWDM)	Desirable	Interview
Knowledge of Microwave networking technologies	Desirable	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, 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
Commitment to undergo further training through operational requirements and personal development	Essential	Interview