



Job Description

Job Title	2 nd Line ServiceNet Engineer
Department	NOC
Responsible For	No direct reports
Responsible To	NOC Network Team Leader
Main Purpose of Job	<p>Respond to incidents logged in the Incident Management system and provide end users with a technical solution within Service Level Agreements.</p> <ul style="list-style-type: none">• Incident Diagnostics and Assistance• Log Monitoring and Analysis• Rule base Auditing and Advisory• Device Software Upgrades, Patches, and Bug Fixes• Configuration Backup / Restore• Rule base and Network Configuration Change Management <p>Provide a point of technical escalation and expertise for 1st line engineers.</p> <p>Provide support as part of the 24x7 out of hour's rota.</p> <p>Maintain technical accreditations in line with cataloged services.</p> <p>Escalate and work with vendors when required.</p> <p>Setup and complete scheduled tasks when required.</p> <p>Escalate potential service issues initially with Team Leader/Service Desk Delivery Manager /Service Delivery Managers.</p> <p>Escalate potential problem issues with Problem and Incident Management.</p> <p>Recommend and deploy changes via the change management process when required.</p> <p>Act as a role model for technical competence, helpfulness, facilitation of learning and teamwork.</p> <p>Provide assistance to Team members and Analysts as required.</p> <p>Proactively maintain and develop knowledge, skills, and experience through client contact, industry sources, formalised training and development plan.</p>



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	<p>Work with consultants to better understand issues and solutions.</p> <p>Provide technical assistance to on-going projects and the transition of new customers when required.</p>
Knowledge & Experience	<p>Essential</p> <ul style="list-style-type: none">- 2-3 years' experience in a similar SLA driven support role.- Proven Customer service Skills.- Industry recognised qualifications in relevant areas.- Cisco CCNA required as a minimum. <p>Desirable</p> <ul style="list-style-type: none">- Cisco Call Manager.- Basic knowledge of ITIL- Security Clearance (SC) advantageous- Fortinet Knowledge- F5 Knowledge- Checkpoint Knowledge
Personal Attributes	<ul style="list-style-type: none">▪ Good communication skills▪ Punctual and reliable▪ Positive, enthusiastic and supportive individual▪ Ability to take ownership of and progress incidents to resolution, or to identify when escalation is necessary▪ Ability to work under pressure▪ Ability to work in a team and to support team members▪ Communication and interpersonal skills including building rapport, establishing empathy whilst demonstrating awareness of internal and external issues in a calm and polite manner.