



# Job Description

<b>Job Title</b>	3 <sup>rd</sup> Line ServiceNet Engineer
<b>Department</b>	NOC
<b>Responsible For</b>	No direct reports
<b>Responsible To</b>	NOC Network team leader
<b>Main Purpose of Job</b>	<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"><li>• Firewall Management</li><li>• Incident Diagnostics and Assistance</li><li>• Log Monitoring and Analysis</li><li>• Rule base Auditing and Advisory</li><li>• Device Software Upgrades, Patches and Bug Fixes</li><li>• Configuration Backup / Restore</li><li>• Rule base and Network Configuration Change Management</li></ul> <p>Provide a point of technical escalation and expertise.</p> <p>Provide support as part of the 24x7 out of hour's rota.</p> <p>Maintain technical accreditations in line with catalogued services. Cisco, Fortigate, HP, Checkpoint, F5, Palo Alto.</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>



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	<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> <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>
<b>Knowledge &amp; Experience</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"><li>- At least 3 years' experience in a similar SLA driven support role</li><li>- Proven Customer service Skills</li><li>- Proven experience deleivering pojects and complex changes.</li><li>- Industry recognised qualifications in relevant areas.</li><li>- Extensive and proven expierence in one or some of the below technologies.</li><li>- Checkpoint – Must hold latest Checkpoint certification</li><li>- Cisco technologies including switching and routing.</li></ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"><li>- Fortinet</li><li>- F5</li><li>- Palo Alto</li><li>- HP</li><li>- Citrix NetScaler</li><li>- Cisco Nexus (5k, 7k).</li><li>- Cisco Call Manager.</li><li>- Tiger</li><li>- Basic knowledge of ITIL</li><li>- Security Clearance (SC) advantageous</li></ul>



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<b>Personal Attributes</b>	<ul style="list-style-type: none"><li>▪ Good communication skills</li><li>▪ Punctual and reliable</li><li>▪ Positive, enthusiastic and supportive individual</li><li>▪ Ability to take ownership of and progress incidents to resolution, or to identify when escalation is necessary</li><li>▪ Ability to work under pressure</li><li>▪ Ability to work in a team and to support team members</li><li>▪ Communication and interpersonal skills including building rapport, establishing empathy whilst demonstrating awareness of internal and external issues in a calm and polite manner.</li></ul>
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