



Job Description

Job Title	Network and Voice Consultant
Department	Internal IT
Responsible For	No direct reports
Responsible To	Head of IT
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">• Firewall Management• 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.</p> <p>Maintain technical accreditations in line within the Cisco platform.</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 Head of IT / Service Delivery Manager.</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 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 Internal IT consultants to better understand issues and solutions.</p> <p>Provide technical assistance to on-going projects when required.</p>
Knowledge & Experience	<p>Essential</p> <ul style="list-style-type: none">- At least 3 years' experience in a similar SLA driven support role- Proven Customer service Skills- Proven experience delivering projects and complex changes.- Industry recognised qualifications in relevant areas of Cisco, ideally CCNA or CCNP. <p>Desirable</p> <ul style="list-style-type: none">- Cisco Call Manager.- Knowledge of ITIL processes
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.