Zen Internet Role Specification

JOB ROLE: Network Support Engineer

The overall job purpose is to provide reliable and efficient support and provisioning to Zen managed networks customers. The Managed Networks team are a key part of the Managed Services department and provide two main functions:

- Dedicated support to business customers with Zen managed hardware, including high-end business grade routers and firewalls.

- Build and deployment of managed hardware for customer solutions.

This role is expected to expand into other hardware categories including VOIP PBX and managed switches in the future.

This is a customer facing role, primarily by telephone and email, however you will occasionally need to participate in face-to-face meetings or interact with customers visiting Zen's offices. You will also need to liaise with internal departments providing high quality customer & professional service at all times.

This is a highly varied role, providing excellent opportunities for personal development within a highly skilled team as well as offering valuable experience with high-end networking technologies and protocols e.g. Quality of Service (QoS), IPv6, etc. You will also be encouraged to work autonomously within your role, prioritising workload and tasks effectively.

As a senior member of the team you would be expected to show professional behavior at all times, high levels of technical expertise whilst acting as a role model for other engineers in the team.

Act as a point of escalation within the team.

Be able to carry out work on complex project requests

Network Support Engineers will be expected to participate in on-call and planned maintenance activities outside of core office hours as required by the business.

Key Responsibilities

- Processing the queue of managed support tickets
- Diagnosing and resolving faults
- Technical consultancy regarding changes to existing products
- Assist customers to accurately complete configuration forms
- Build and test new managed hardware devices
- Co-ordinate the deployment of managed hardware devices with customers and internal stakeholders
- Mentoring and supporting other engineers in the team
- Able to identify and make recommendations for improvements to processes
- Providing a role model for others in the team through professional behavior and technical expertise
- Delivery of select improvement or consultancy requests

Candidate Profile

- Extensive experience of support and provisioning of routers and firewalls in a similar role
- Cisco Certified Network Professional (CCNP) or equivalent level of knowledge
- High level of customer service skills
- Capable of producing high standards of work, to tight deadlines
- Highly organised and able to work on own initiative to complete the range of tasks required
- Able to work as part of a team and capable of working in key Zen and customer projects
- A keen interest in computer networking and WAN technology
- Able to operate effectively in difficult and pressured situations
- Flexible and willing to work outside core business hours as required
- Full Driving Licence