



JOB DESCRIPTION

JD1616

Service Desk Analyst 2nd Line (CCNA Network level 2)

Issue Date: 23/02/2010

Reporting to: Service Delivery Manager

Benefits: 20 days paid holiday, plus Christmas break, Health care, Life Insurance

The Person:

A flexible approach to working hours is required as you may be required to travel nationally on occasions, sometimes at short notice. Must be able to work effectively as an individual as well as part of the team be willing to take ownership of issues. Knowledge of other Apex products and services (Microsoft, Intel, Lotus, iSeries etc) would be advantageous.

- Excellent customer skills and a consultative approach
- CCNA and working towards either CCNP or CCSP
- Experience of Firewall, VPN or Cisco IPT or Wireless configuration
- Network management configuration experience

The Role:

To provide support and configuration of products and services to our customers, concentrating mainly (but not exclusively) on Cisco Systems networking products. To provide second and third line support on Cisco based Apex Assist fault calls. Assist in the delivery of other Apex products and services when not involved with Cisco solutions.

- Providing 2/3 level support for technical queries. Develop proactive services for the Support team (develop and integrate Network management infrastructure and process for many Apex customers)
- Delivery work – installing and configuring firewalls, switches and routers etc
- Network analysis and carrying out health checks/recommendations for customer problems

Key Tasks:

- Installation, configuration, demonstration, support documentation and troubleshooting of Firewalls/Switches/ Routers.
- IOS Module installation and upgrades
- Access control for inbound and outbound traffic for firewalls and Routers
- VPN configuration – Router/Firewall/Concentrator
- Routing – static and dynamic
- IOS and set-based configurations for Switches
- Access Control Server (Cisco ACS) installation and configuration
- Network Management Software installation and configuration i.e. Cisco Works, SNMPC
- Network analysis, troubleshooting and fault diagnosis skills
- Discuss any technical issues with the customer regarding any network changes to be carried out and gain full agreement by documenting the scope of work.
- Mentoring and training Network Level 1 Analyst, where appropriate.

Experience:

- CCNA qualification is necessary
- Minimum 18 months experience in a Support/Field engineer/Consulting role.
- Clean Driving licence.
- Call Manager (Express), and VOIP/IPT experience would be an advantage.
- Experience of administering routers, switches and firewalls
- Experience of remote diagnostics and support call resolution
- Helpdesk experience
- Experience of face to face contact with customers