

Reporting to: Communications Services Manager

Salary Range: Circa £35K, grade car dependent upon qualifications and experience

Benefits: 20 days paid holiday plus Christmas Break and Healthcare

The Person:

Possess a flexible approach to working hours as the role requires travel nationally and, on occasions, internationally, sometimes at short notice.

Must be able to work effectively as an individual as well as part of the team.

Knowledge of other APSU products and services (Microsoft, Intel, iSeries etc) would be advantageous.

- Forward thinking, self-starting individual, able to manage a varying workload and prioritise work based upon client requirement
- Experience of client facing situations with the ability to gain the confidence of a client quickly by demonstrating competence in their field
- Excellent customer skills and a consultative approach

The Role:

- To provide the timely and quality delivery of products and services to our customers, concentrating (but not exclusively) on Cisco Systems networking products
- To provide third line support on Cisco based APSU Assist fault calls Assist in the delivery of other APSU products and services when not delivering Cisco solutions
- Providing 2/3 level support for technical queries
- Delivery work – installing and configuring Cisco LAN, WAN, Wireless, Unified Communications and Security solutions
- Clearly document network infrastructure and services solutions
- Network analysis and carrying out health checks/recommendations for customer networks

Key Tasks:

- Installation, configuration, demonstration, support documentation and troubleshooting of Switch/Router/Wireless/UC/Security Devices
- IOS/ NW Module installation and upgrades
- Access control for inbound and outbound traffic for Firewalls and Routers
- VPN configuration, MPLS and Leased line
- Routing – static and dynamic
- Network analysis, troubleshooting and fault diagnosis skills
- Wireless technology: site surveys, installation and configuration. Wireless management platform installation and configuration (WLSE/WCS)
- Ironport configuration and tuning
- Access Control Server (Cisco ACS) installation and configuration
- 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
- Be able to spot opportunities for other solutions/technologies that APSU can provide
- Network Management Software installation and configuration i.e. Cisco Works

Experience:

A solid engineering background with relevant Cisco accreditations and experience in a delivery or support role at a CCNP/VP/SP qualification will have been gained or close to conclusion.

Training will be provided to enable keeping all relevant skills up to date and expanded to appropriate areas.

- Experience of Wireless configuration
- Network management experience
- LAN and WAN infrastructure
- Wireless
- Unified communications
- Firewall / VPN / Security
- Cisco Data Centre Networking and HP Networking (ProCurve ASE or MASE) experience would be an advantage.

Current UK Driving licence.