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## Job Specification

**Job Title: Data Networks Engineer**

**Date: October 2019**

**Profile:**

- An experienced Networks Engineer with a minimum of 3 years' experience.
- Confident in their technical capability as well as remote and "face to face" client interaction.
- Initiative to work alone, unsupervised and also as part of a team.
- Based from our Head Office in the West Midlands this is an office/field-based role covering mainly the Midlands and South West of England with occasional travel throughout the UK.

**Key Responsibilities:**

- Design, and implementation of networking infrastructure; LAN, WAN, Switching, Routing, DIA, MPLS.
- Configuring and installing switches and routers in general and to support QoS, VLAN.
- Provisioning DIA and MPLS circuits including ADSL, FTTC, Fibre Ethernet; liaising with ISP suppliers and clients accordingly.
- Deploying and supporting connectivity and infrastructure at client sites.
- Supporting connectivity and infrastructure remotely from the Head Office Support Desk by dealing with support calls and emails from clients, logging cases onto a case management system, being aware of and ensuring SLA commitments are met or exceeded.
- Domain and DNS management.
- Liaison with ISP suppliers and other suppliers as required to achieve case resolution.
- Provide technical support and advise to the internal sales team as requested.
- Product procurement from suppliers in accordance with the Company's systems and processes.
- Provide out of hours support on a Rota and/or flexible basis.
- Working with Voice Technicians to facilitate successful implementation and support of cloud and on-premises IP voice solutions, converged with data networking infrastructure.
- Managing multiple tasks including projects and fault cases at any one time to completion or resolution.

### **Essential Knowledge/Experience**

- Cisco CCNA level routing and switching capabilities
- Troubleshooting network LAN/WAN problems through to resolution.
- Troubleshooting Internet & WAN Access circuits, specifically ADSL & FTTC circuits.
- Experience with Cisco, HP and DrayTek routers/switches.
- Experience with networking infrastructure (switching, routing, VLANs, Firewalls, Wireless)
- Liaising with suppliers for faults and escalating when applicable.

### **Preferred Knowledge/Experience (Gaps will be filled as part of the MPS Personal Development Review and Training Plan)**

- Wireless Solutions (Cisco, Meraki, Huawei)
- Firewalls & VPN (Cisco, FortiGate, Smoothwall)
- Project Management.
- Microsoft Office suite including Microsoft Visio and Project.

### **Personal Qualities**

- Dynamic, flexible, "can do" attitude.
- Problem solver; take on challenges inside and outside comfort zone.
- Resourceful, diligent and industrious team player.
- Good communicator at all levels.
- Organised and structured; able to work well under pressure and meet deadlines.
- Responsive, embracive of changing demands.
- Good standard of numeracy, literacy and analytical skills.