

<b>Title:</b>	Network Support Engineer	
<b>Salary:</b>	Competitive base salary + variable pay + standard company benefits	
<b>Benefits:</b>	25 days annual leave	Life Assurance Scheme
	5 days annual study leave	Income Protection Scheme
	½ day birthday leave	Contributory Pension
	1 day annual charity leave	Private Medical Scheme
	Subsidised Gym Membership	Sports & Social Club

#### **Company Summary:**

Attenda is a leading specialist in the provision of managed services solutions for operating Internet and enterprise applications. We currently manage business and brand critical applications for some of Europe's leading companies including bmi, Christian Aid, Regus, Princes Foods, St. James's Place and Travelodge. Our services allow our Clients to selectively outsource their IT operations and re-focus on using IT to add strategic value to their business. Through a commitment to operational excellence, we manage, secure and optimise the performance of our Clients applications irrespective of the physical location of the infrastructure.

The company is financially strong and we have earned the industry's leading accreditations ISO9001, ISO27001, ISO20000, is an HP Signature Partner, a Microsoft Gold Certified Partner, and a SAP Adaptive IT Hosting provide and their first global partner outside of Germany to achieve their SAP Cloud accreditation. In addition we are one of only seven companies to have been ranked in the UK's Sunday Times ARM Tech Track 100 for three consecutive years, have won the Best Managed Services Provider for 2008, 2009 and 2010, have been voted VMware's EMEA Hosting Partner of the Year 2008 and 2009, and recently voted VMware's Global Hosting Partner and are one of only a handful of IT companies to achieve 2 star accreditation in the 2011 Sunday Times Best Companies Survey.

#### **Role:**

We have an incredibly diverse, talented and committed team of people whose focus is squarely on working together to keep critical applications running 24 hours a day, so that our Clients can focus on building success in their own field. Due to our continued success and growth we are looking to recruit an additional person to join our Network & Security team. Reporting to the Network Support Manager you will be responsible for delivering and helping maintain clients networking and security infrastructure within a multi-client, mission critical, web and enterprise infrastructure based environment.

- Administration and troubleshooting of network and security device issues.
- Successful resolution of escalated issues within agreed client SLA's.
- Proactive analysis of issues
- Proactive management of the Network & Security ticket queue.
- Review and Approval of all core and Client Firewall changes
- Proactive client capacity management reporting
- Ensuring clients & partners are regularly updated on the current status of issues.
- Ensure that knowledge is retained through documentation of procedures and knowledge-base articles

#### **Person:**

- Must have excellent client communications skills, and experience of working in a dynamic team environment.
- Experience in supporting high availability customer-focused environments.
- Degree education or equivalent experience
- CCNA certified and CCNP certified - or currently studying towards CCNP).
- Demonstrable track record of the support and troubleshooting of core network enterprise infrastructure and devices around Cisco technologies (Cisco router, Cisco firewalls (PIX, ASA, FWSM) and switching, Cisco content switching & load balancing hardware (CSS/ACE), Cisco software including Cisco Works and ACS.)
- Knowledge & experience around routing and switching technologies such as BGP, EIGRP, IS-IS, STP, HSRP & VRRP.
- Knowledge & experience around VPN technologies specifically IPSec LAN to LAN and VPN client software
- Good fault finding skill and experience
- Experience of supporting a MS or UNIX environment
- Experience of utilising a ticketing system
- Knowledge and experience of ITIL standards desirable