

## 1st Level NW Support Specialist

In this role you will be working to support EMEA and WW customers who've outsourced the management of their IT network infrastructure. On a day to day basis you will provide mainly incident management (1st level). You'll need to be pro-active and regularly analyze data at your disposal to help drive improvement in quality and productivity of services.

- Analyzes and solves complex incidents involving several different & remote support teams, Identify root cause of incidents and make appropriate recommendation to avoid future failure
- From a technical perspective you will work with TCP/IP, various Security, LAN, WAN technologies - VLAN routing, VTP, Spanning Tree, BGP, MPLS, ISDN), Cisco, HP ProCurve, Nokia, Alcatel, Foundry, 3Com, Blade, Checkpoint firewall, FWSM, Nortel VPN concentrators, Juniper, CISCO ASA, Wireless, Load Balancing – F5 Big IP, CISCO ACE, CSS, CSM, VoIP, ...
- Ensure network of the customers continues to operate efficiently with minimum downtime
- Proactive to anticipate issues or situations which impact service quality, adapts quickly to new technology & understands complex infrastructures

### Requirements:

- *Degree in computer science, computer engineering, electrical engineering or management information systems, understanding of ITIL and ITSM is an advantage*
- *At least 1 year experience in IT operations and Network operations*
- *Cisco Certification to Network Associate (CCNA) is an advantage*
- *Ability to meet deadlines*
- *Fluent English is a must*

### 24/7 Shift working time:

The organization covers 24/7 maintenance of Customer's network, therefore all Support Specialists work on shifts as following:

Morning	– 6:00 to 14:00
Day early	– 7:00 to 15:00
Day	– 9:00 to 17:00
Day late	– 11:00 to 19:00
Afternoon	– 14:00 to 22:00

Night – 22:00 to 6:00  
W.Day (12h) – 6:00 to 18:00  
W.Night (12) – 18:00 to 6:00

### Salary & Benefits:

- Minimum 900€ gross monthly
- attractive environment of international company
- professional growth
- various company benefits
- introduction period of tutorial is part of the job position

### Grain Contact

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