

Pre-Sales Network Consultant

Introduction

Due to continued growth, Net Consulting has an excellent opportunity for a **Pre-Sales Network Consultant**

The purpose of the role is to undertake the delivery of infrastructure (Managed WiFi, networking, preparation for SD-WAN) services to external customers, and to assist with implementation of internal company infrastructure.

The role is primarily based in either the Cardiff head-office or the Hartham Park satellite office. Will be occasional UK travel required to attend customer and supplier meetings, and the potential for longer-term design/deployment engagements at customer locations.

Key Accountabilities:

1. Providing subject matter expertise in the field of infrastructure (Managed WiFi, networking & preparation for SD-WAN)
 - a. Pre-sales
 - i. Communicating information around specific technologies to customers at both a technical and non-technical level
 - ii. Technical review of proposals & bids
 - b. Deployment
 - i. Design, specify and implement intelligent managed WiFi solutions for clients
 - ii. Undertake network design and configuration of LAN & WAN deployments
 - iii. Help facilitate network connectivity for clients to integrate SD-WAN solutions
 - c. Business Development
 - i. Continuous Service Improvement (CSI)
 - ii. Assistance in providing content for Marketing literature
2. Where involved in an isolated project:
Providing technical support to senior infrastructure staff to help ensure successful project completion
 - a. Technical implementation of specific solution elements
 - b. Preparing requirements for the project and communicating progress to the customer
 - c. Preparation of technology-specific documentation & assistance with knowledge sharing of information to internal & customer staff
 - d. Assistance with technical requirements gathering
 - e. Assisting with the validation of the correct functionality of the implemented solution
3. Where involved in an ongoing managed service:
Assisting the managed service team in the provisioning and support of infrastructure systems
 - a. Maintaining systems in accordance with established guidelines
 - b. Investigating potential solutions to change requests

- c. Preparing requirements for changes and communicating progress to line management and the customer
 - d. Technical implementation of specific change request types
 - e. Preparation of technology-specific documentation & assistance with knowledge sharing of information to internal & customer staff
 - f. Assisting in specifying required tooling (hardware & software)
 - g. Peer reviewing of technical documentation
 - h. Preparing work instructions for infrastructure team members for systems the consultant has implemented
4. Maintaining high standards of personal professionalism and integrity
 5. Adhering to all Net Consulting and relevant customer policies, processes and procedures
 6. Maintaining knowledge of and applying industry best practise and standards, specifically related to subject matter expertise
 7. Maintaining existing relevant accreditations and certifications
 8. Completing assigned activities to agreed timelines
 9. Ensuring that security standards are always maintained when handling or accessing data
 10. Proactive identification and communication of risks and issues affecting service or project delivery and supporting continuous service improvement
 11. Identifying opportunities for personal and professional growth, working with Line Manager to develop a Personal Development Plan

Responsibilities and Duties

1. Implement specific technical elements of Infrastructure services projects for clients
2. Escalation support to the Service Operations Centre for managed service clients
3. Assist in technical requirements gathering and investigation of technical options for customer requirements
4. Investigate specific technologies and help carry out approved R&D projects to develop NCL's portfolio of infrastructure expertise
5. Carry out technical peer review to support quality assurance of deliverables by Infrastructure Team members
6. Contribute to the resource allocation process by keeping the list of your skillset up to date
7. Support recruitment of technical roles by carrying out technical tests and attending interviews
8. Maintain a weekly record of time spent against each project or cost code
9. Liaise with relevant technology vendors to manage support cases or understand product updates / roadmaps

Person Specification

1. Strong academic record to degree level, or equivalent industry experience
2. Willingness to share information with peers and junior team members
3. Strong attention to detail
4. Customer focussed attitude
5. Self-starter able to research and experiment to find a solution unaided
6. Good written, verbal and presentation skills
7. For network infrastructure, good Enterprise-level technical skills in many of the following technology areas:
 - a. Device configuration (e.g. Juniper / Palo Alto / Cisco / HP)
 - b. Network design principles (e.g. routing / VLANs / firewalls)
 - c. Managed Wi-Fi deployment and configuration (e.g. Juniper MIST / Meraki / Aruba)

- d. Routing and resiliency (e.g. MPLS, VRRP)
- e. Appreciation of SD-WAN technologies (e.g. Versa, Velocloud, Zscaler)
- f. Patching (e.g. Firmware updates)
- g. Load Balancers (e.g. F5 / Brocade)
- h. Device management tooling (e.g. CiscoWorks / SolarWinds / OpenView)
- i. Network connectivity troubleshooting
- j. Strong understanding of IP addressing
- k. Some experience with scripting languages (e.g. Powershell, Python, SQL)

Company Benefits

- Annual performance bonus & Company Performance Bonus
- 25 days holiday per annum (pro rata, excluding Bank Holidays)
- Benefit options (Contributory pension scheme, Private Medical Insurance, Life Assurance, Health & Wellbeing)
- Critical Illness Cover
- Brilliant opportunities to take on more responsibility and long-term career prospects