

Pre-Sales Network Consultant

Introduction

NCL is a specialised digital consultancy and managed-services provider for the public and private sectors, helping businesses perform optimally and securely.

Due to continued growth, we have an excellent opportunity for a Pre-Sales Network Consultant to join our team. As a Pre-Sales Network Consultant, you will be comfortable in a technical pre-sales environment, developing technical solutions to answer business challenges for our customers.

The purpose of the role is to undertake the delivery of network infrastructure (managed AI-driven Wi-Fi, LAN/WAN networking, SD-WAN and hybrid cloud) services to external customers, and to assist with the implementation of internal infrastructure.

There will be occasional UK travel required to our offices (Cardiff & Corsham), as well as to customer and supplier locations.

Key Accountabilities

- Providing subject matter expertise in the field of infrastructure (managed AI-driven Wi-Fi, LAN/WAN networking, SD-WAN)
 - Deployment
 - Pre-Sales
- Providing technical assistance to customers to help ensure successful project scoping and completion
- Clearly communicating the benefits and technical capabilities of a service solution to customer representatives at all levels, from technician to executive
- Assisting the Managed Services team in the provisioning and support of infrastructure systems for customers
- Proactive identification and communication of risks and issues affecting service or project delivery, and supporting continuous service improvement

Responsibilities and Duties

- Support the Sales team in providing technical advice and confidence around the subject area and specific solutions in customer meetings
- Investigate technical solutions and produce technical options to meet customer requirements

- Support the Commercial team in responding to tender opportunities by providing solutions to meet the requested capability
- Implement specific technical elements of network Infrastructure services projects for customers
- Investigate specific technologies and help carry out approved R&D projects to develop NCL's portfolio of infrastructure expertise
- Liaise with relevant technology vendors to manage support cases and understand product updates / roadmaps
- Maintain knowledge of, and apply industry best practise and standards, specifically related to, subject matter expertise
- Adhere to all NCL's and relevant customers' policies, processes and procedures

Person Specification

- For network infrastructure, good enterprise-level technical skills in many of the following technology areas:
 - Device configuration (e.g. Juniper / Palo Alto / Cisco / HP)
 - Network design principles (e.g. routing / VLANs / firewalls)
 - Managed Wi-Fi deployment and configuration (e.g. Juniper MIST / Meraki / Aruba)
 - Routing and resiliency (e.g. MPLS, VRRP)
 - Appreciation of SD-WAN technologies (e.g. Versa, Velocloud, Viptela)
 - Patching (e.g. Firmware updates)
 - Load Balancers (e.g. F5 / Brocade)
 - Device management tooling (e.g. CiscoWorks / SolarWinds / OpenView)
 - Network connectivity troubleshooting
 - Strong understanding of IP addressing
- Ability to clearly communicate technical capabilities in front of a broad audience
- Academic record to degree level, or equivalent industry experience
- Self-starter able to research and experiment to find a solution unaided
- Good written, verbal and presentation skills
- Willingness to share information with peers and junior team members
- Maintaining high standards of personal professionalism and integrity
- Maintaining existing relevant accreditations and certifications

The logo for NCL, consisting of the letters 'NCL' in white, bold, sans-serif font, centered within a red square.

Company Benefits & Perks

Competitive Salary
Performance Bonus (Personal & Company)

Workplace Benefits: Contributory Pension Scheme, Private Medical Insurance, Life Assurance, Critical Illness Cover, Health & Wellbeing

25 Days' Annual Leave (in addition to Bank Holidays)

Excellent Career Progression Opportunities