

## Technical Consultant

### Introduction

Salary: Salary Negotiable + Benefits

NCL is a specialised digital consultancy and managed-services provider for the public and private sectors. For over a decade, we've developed a strong reputation amongst our customers and partners, and we are very proud to have provided continuous IT support to the MoD for over 12 years.

If you would like to be part of our ongoing success and looking for a career opportunity with a growing company, we have a great opportunity for Technical Consultants (SC cleared) with Defence experience to join us on a permanent basis.

You will be part of the Management Escalation Team providing on-call support to the delivery programme (pattern is based on 1 week on call in every 4).

The Technical Consultant will be part of a multi-disciplined team that will be responsible for 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> line support and capability build. As a team you will rotate across disciplines to ensure knowledge is evenly spread across all team members. The role will cover support to both the end customer and suppliers to ensure the efficient operation of the Platform as a Service capability, whilst also supporting deployable equipment and end users connecting over VPN overlays to access centralised capability.

### Technical Consultant Key Accountabilities

- Analyse current designs and technology to determine ways in which they can be improved.
- Manage and maintain existing design documentation. Creating and Maintaining design documentation (LLDs, SOPs, User Guides etc.)
- Monitoring, triaging, and resolving incidents and problems.
- Ongoing support and maintenance.
- Node commissioning in accordance with the documented designs.
- Delivering changes as directed by the Authority.
- Commissions building of nodes by installing, configuring, testing, and documenting the equipment/network systems according to the design and specifications.
- Oversees performance of nodes to ensure reliability, availability, and serviceability with minimal disruptions.
- Provides complex technical support.
- Oversees and participates in node change and upgrade projects.
- Develops and produces complex documentation.
- Implementing hardware and software upgrades

### Technical Consultant Responsibilities and duties

- Responsible for monitoring Service desk for Incidents.

- Responsible for Identifying Trends and Creating problems tickets.
- Ongoing support and maintenance to all Nodes and infrastructure.
- Bundling of software and anti-virus updates
- Supporting and conducting replacements of faulty hardware
- Provide support to data backups
- Creating and maintaining knowledge articles for known errors, issues, and work arounds
- Providing remote support to end users
- Supporting capture of training requirements analysis
- Incident response
- Liaising with vendors for Level 4 support
- Building and maintaining test cases for validation of upgrades and design changes

## Person Specification

- Reports to the Operations Manager
- SC clearance required, DV clearance is desirable
- Confident, articulate, with excellent presentation skills to stakeholders and suppliers
- Computer Science degree or equivalent experience
- Able to work on own initiative with limited direction and supervision
- Extensive experience of working within Defence, including understanding of the Defence Digital ways of working
- Proven record of working with multiple internal and external stakeholders to deliver and maintain complex IT systems
- An understanding of MOD communications and delivery systems
- An understanding of switching, routing, Intrusion detection/protection, load-balancing, firewall, packet brokering and diode technologies
- An understanding of virtualisation technologies, micro-segmentation and VDI infrastructure
- Able to deliver to customer deadlines
- Experience in developing IT and Networking Infrastructure
- Best practice knowledge of system security
- Experience in design architecture
- An understanding of operating systems (Windows & Linux) architectures
- Experience in using and integrating with Service Management tooling
- Natural problem solver with a logical pragmatic approach to resolve complex issues

## Company Benefits

- Competitive Salary
- Workplace Benefits: Contributory Pension Scheme, Private Medical Insurance, Life Assurance, Critical Illness Cover, Health & Wellbeing
- 25 Days' Annual Leave (in addition to Bank Holidays)
- Performance Bonuses (Personal & Company)
- Excellent Career Progression Opportunities