

Network & Infrastructure Engineer

Introduction

Net Consulting are looking for an experienced, “hands on” Network & Infrastructure engineer to join a team helping customers through the full lifecycle journey of understanding, scoping, deploying and maintaining their cloud-managed state-of-the-art secure communications needs. The role also provides maintenance for our internal network & server infrastructure systems, plus key SaaS services.

The Network & Infrastructure engineer should have a good understanding of network architectures (IP, routing, VLANs, etc.) and be able to provide advice on how our secure network solutions can be deployed into customer environments to help meet their business goals. The technologies involved include AI-driven Wi-Fi, Cloud-managed LAN & Firewalls, and Secure Access Service Edge/SD-WAN.

Ideally, The Network & Infrastructure engineer should have experience of Juniper, Mist or Palo Alto network infrastructure, but training and hands-on experience will be provided for candidates with the appropriate experience with other vendor solutions.

The role is primarily based in the Cardiff head-office. There will be semi-regular UK travel required to attend customer and supplier meetings, implement solutions, and there is the potential for longer-term design/deployment engagements at customer locations.

Key Accountabilities

Providing subject matter expertise in the field of advanced network communications technologies (AI-driven Wi-Fi, Cloud-controlled LAN/WAN/SD-WAN, Net Gen Firewalls, Secure Access Service Edge, Software Defined WAN)

Pre-sales

- Describe technology solutions to customers in terms of capability and business value

- Provide technical input to proposals & bids

Business Development Support

- Assist in defining new service offerings

- Assist in providing or reviewing content for Marketing literature

Deployment

- Undertake network design and configuration of LAN/WAN/Firewall/Wi-Fi/SASE/SD-WAN deployments

- Aligning solution configuration to customer needs

- Help facilitate the integration of solutions into existing customer networks

Consulting projects:

- Providing subject matter expert knowledge to cover the complete deployment lifecycle of a solution

 - Determine customer requirements & scoping the project

 - Prepare requirements documentation for the project and communicating progress to the customer

 - Undertake technical implementation of specific solution elements

 - Produce solution documentation

 - Help the customer understand and use the technical solution

- Adopting into Managed Service:

 - Assist the Operations Team in the support and maintenance of secure communications solutions

Knowledge sharing customer & technology handover across the team (knowledge articles / coaching)
Plan and support major changes for customer networks

Maintain relevant accreditations and certifications
Ensure that security standards are always maintained when handling or accessing data
Identifying opportunities for personal and professional growth, working with Line Manager to develop a Personal Development Plan

Responsibilities and Duties

- Scope, design and Implement network-based solutions for customers
- Act as an escalation point for Operations, providing advice and subject matter expertise
- Liaise with relevant technology vendors to manage support cases or understand product updates / roadmaps
- Undertake necessary company admin and training

Person Specification

- A strong drive to help customers towards their goal of providing robust, secure network communications for their staff
- Good written and verbal skills
- Ability to build customer rapport
 - Demonstrate solution capabilities to customers
 - Convey issues or project progress in a clear manner
- Academic record to degree level, or equivalent industry experience
- Willingness to share information with peers and junior team members
- Strong attention to detail
- Customer focussed attitude
- Self-starter able to research and experiment to find a solution with minimal guidance
- Keen interest in finding ways to make technologies produce a required output

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)
- Your Birthday off
- Regular team events
- Performance Bonuses (Personal & Company)
- Excellent Career Progression Opportunities