

Revera Position Description

Position title	Network and Security Specialist	Team	Network
Location	Wellington	Reports to	Network and Security National Operations Manager
Direct reports	NA	Date	September 2017

Purpose of Position

The purpose of this position is to work on BAU incidents, requests, changes and Projects along with assisting other members of the network team to ensure SLAs are met.

Key Accountabilities

Service Delivery

- > Assist with BAU queue at all times to ensure we meet SLAs
- > Dedicated Resource for Projects along with assisting other team members when required
- > Work with 3rd party and supplier communications (Carriers, ISP's, hardware providers) and ensure we deliver in a timely manner
- > Manage customer communications and ensure all tickets you are responsible for are up to date and meet SLA
- > Assist other team members and TOPs Teams when required on tickets
- > Monitor and maintain Network Management Systems and Tools.
- > Monitor and Maintain Network Warranty, Licensing and Software and ensure this is up to date
- > Other reasonable network and security duties and responsibilities as directed by Management from time to time.

Customer Service

- > Ensure customer service focus outcomes to exceed client expectations through positive engagement.
- > To promote good relations between the service desk, internal teams, vendors and our clients.
- > Demonstrate effective communication skills and the ability to interact professionally with a diverse group of clients and staff.
- > Ensure reporting issues are analysed triaged to a high standard, or ensures the appropriate specialist teams are engaged to meet SLA's and KPI's.
- > Maintains close liaison with the customers and other ICT teams to ensure the customers' expectations are set and will meet any agreed Service Level Agreements
- > Must understand the business importance of Service Desk to both internal and external clients.
- > Have excellent time management skills.

- > Have outstanding oral and written communication skills.
- > Be able to work calmly under pressure and meet deadlines.
- > Have a 100% positive attitude, be a fast learner, takes initiative and a focus on Top Quality.

Relationship Management

- > Develops and maintains effective working relationships with all individuals and groups impacting on the position, both internally and externally
- > Communicates effectively with a wide range of people, maintaining constructive relationships with those with different viewpoints and expectations
- > Negotiates mutually acceptable solutions and resolves conflict constructively
- > Conveys information in a way that provides a clear sense of direction to others. Writes and presents clear, concise, thoroughly researched communications appropriate to the audience

Teamwork

- > Cooperate and work with other members of the team in order to achieve team goals
- > Supports and explains decisions made by the Senior Leadership team in all relevant forums and discussions

General Management

- > Contribute to Revera objectives
- > Act as a source of expert information and advice in the area of Networks and Security for Revera
- > Foster a safe environment by integrating safety and health into all aspects of work practices

Requirements of the Role

Qualifications and Experience

- > Network+ or equivalent course / qualification
- > CCNA, CCNP and proven track record of working towards CCIE
- > Fortinet NSE 4 (FCNSA/FCNSP) or equivalent
- > F5-CTS/F5-CA or working towards with proven track record
- > Certifications in an operation system such as MCP, MCSA, MCSE or equivalent
- > Proven networking and security experience of minimum of 6 years
- > Configuration, Managing and troubleshooting in at least the below areas:
 - Firewall, IPS, IDS, Logging and auditing
 - Routing Technologies - Static, RIP, OSPF, BGP and MPLS
 - Switching Technologies – VLAN's, Spanning tree, Stacking, Port Channels, HSRP
 - Remote access, VPNs, IPSEC VPNs, SSL VPNs, DDOS
 - IPV4, Subnetting, Management Systems, SNMP, Packet Shaping, QOS
 - F5 APM (access policy management), GTM and LTM (load balancing)
- > A solid understanding application layer and various web technologies is ideal as will be required to work with clients/developers to design, implement and support F5 Solutions
- > Experience in Linux / Unix, Scripting and F5 ASM is a bonus
- > An aptitude for servers and applications running on them is a must to support the network team's many systems and software
- > An excellent track record in customer service is required.

Skills and Competencies

- > Knowledge of Cisco and HP products & technologies
- > Knowledge of Firewall and Routing technologies
- > Knowledge of F5 and Security technologies
- > Networking technologies (I2 and I3 protocols)
- > Design and Documentation
- > Security awareness
- > Have excellent time management skills
- > Have outstanding oral and written communication skills
- > Be a fast learner
- > Be able to work calmly under pressure and meet deadlines
- > Have a 100% positive attitude

Revera Expectations

- > Act in Accordance with Revera FLIERS and Cultural values
- > Demonstrate shared leadership
- > Comply with Revera's policies and procedures at all times
- > Be able to work calmly under pressure and meet deadlines